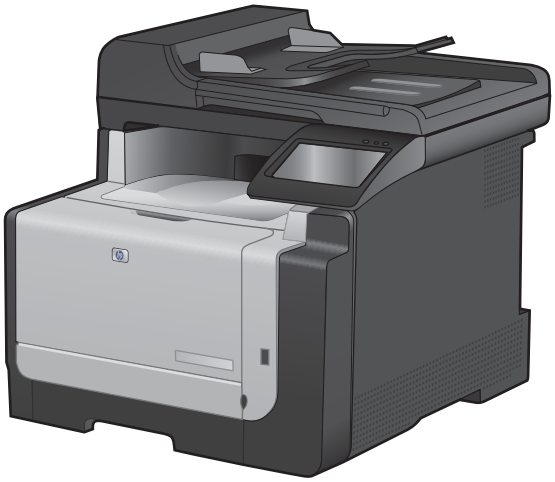
# LASERJET PRO CM1410

COLOR MFP SERIES

## User Guide



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# HP LaserJet Pro CM1410 Color MFP Series

## User Guide

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## Conventions used in this guide

**TIP:** Tips provide helpful hints or shortcuts.

**NOTE:** Notes provide important information to explain a concept or to complete a task.

**CAUTION:** Cautions indicate procedures that you should follow to avoid losing data or damaging the product.

**WARNING!** Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.



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# 1 Product basics


- Product comparison
- Environmental features
- Accessibility features
- Product views




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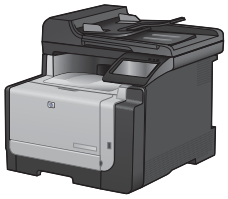
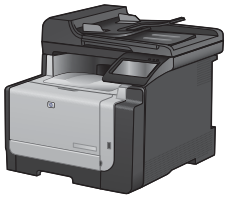
# Product comparison

The product is available in the following configurations.

|  |  |
|---|---|
| **HP LaserJet Pro CM1415fn MFP**<br><br>**CE861A** | **HP LaserJet Pro CM1415fnw MFP**<br><br>**CE862A** |
| • Prints at speeds up to 12 pages per minute (ppm) monochrome and 8 ppm color.<br>• Supports PCL 6, PCL 5, and HP postscript level 3 emulation printer drivers<br>• Tray 1 holds up to 150 sheets of paper or up to 10 envelopes.<br>• The output bin holds up to 125 sheets of paper.<br>• Color touch screen display<br>• Manual two-sided printing<br>• Hi-Speed USB 2.0 port<br>• 10/100 Base-T network port<br>• USB port for walk-up document printing, viewing and printing photos, and scanning to a USB flash drive<br>• V.34 fax<br>• Two RJ-11 fax phone line ports<br>• 128-MB random-access memory (RAM)<br>• 35-page document feeder that supports page sizes up to 356 mm (14 in) in length and from 102 to 215 mm (4 to 8.5 in) in width.<br>• Flatbed scanner supports page sizes up to 297 mm (11.7 in) in length and up to 215 mm (8.5 in) in width.<br>• Copies in black at up to 12 ppm and in color at up to 8 ppm<br>• Copy resolution is 300 dots per inch (dpi)<br>• Scans in color or black with resolution up to 1200 dpi | HP LaserJet Pro CM1415fn MFP, plus:<br>• 802.11b/g/n embedded wireless networking |



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# Environmental features

| | |
|---|---|
| Manual duplex printing | Save paper by using the manual duplex printing option. |
| Print multiple pages per sheet | Save paper by printing two or more pages of a document side-by-side on one sheet of paper. Access this feature through the printer driver. |
| Copies multiple pages per sheet | Save paper by copying two or four pages of an original document side-by-side on one sheet of paper. |
| Recycling | Reduce waste by using recycled paper.<br><br>Recycle print cartridges by using the HP return process. |
| Energy savings | Save energy by initiating PowerSave mode for the product. |



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# Accessibility features

The product includes several features that aid users with accessibility issues.

- Online user guide that is compatible with text screen-readers.
- Print cartridges can be installed and removed by using one hand.
- All doors and covers can be opened by using one hand.



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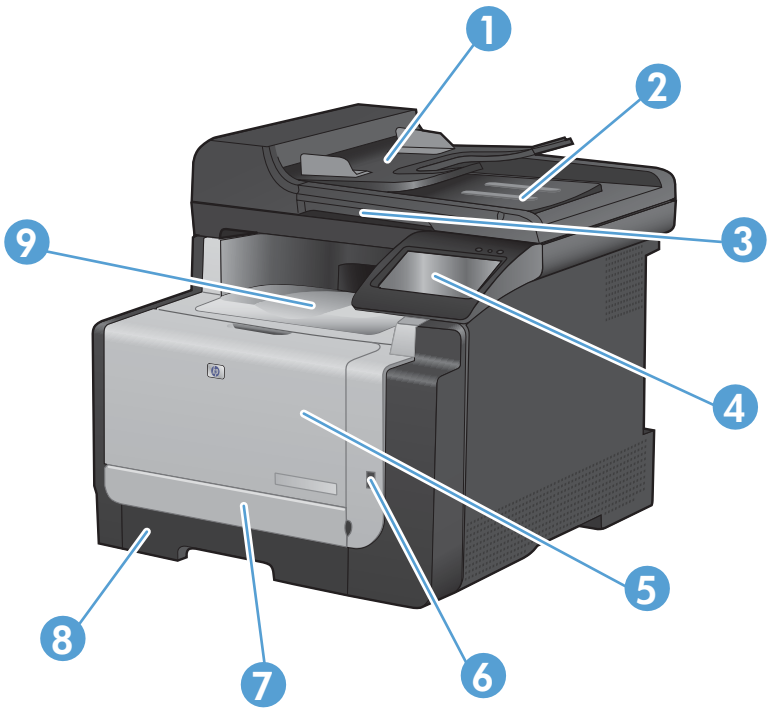
# Product views

## Front view




| | |
|---|---|
| 1 | Document feeder input tray |
| 2 | Document feeder output bin |
| 3 | Scanner lid |
| 4 | Color touch screen control panel |
| 5 | Front door (provides access to the print cartridges) |
| 6 | USB flash drive port |
| 7 | Front jam access door |
| 8 | Input tray (Tray 1) |
| 9 | Output bin |



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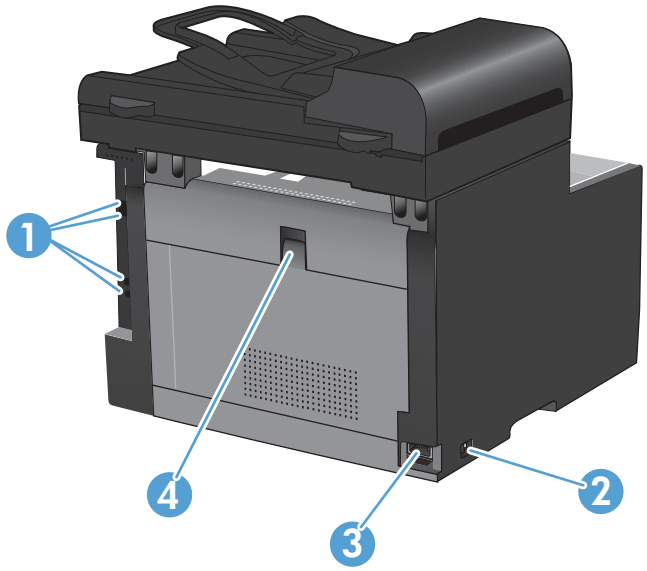
## Back view




| | |
|---|---|
| 1 | Interface ports |
| 2 | On/off switch |
| 3 | Power connection |
| 4 | Rear jam access door |



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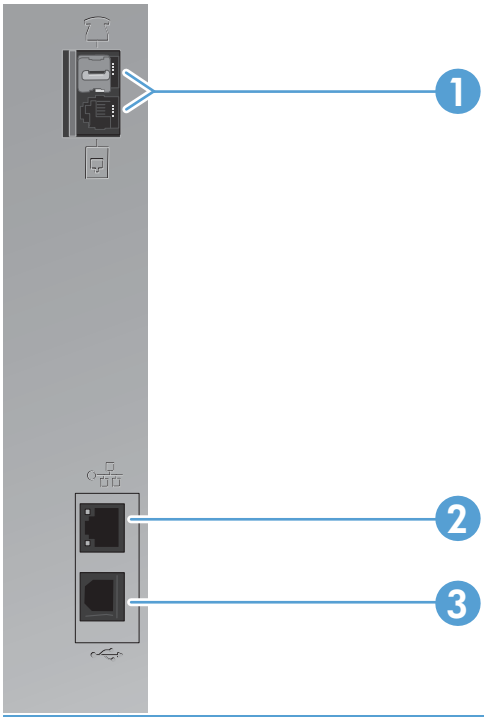
## Interface ports




| | |
|---|---|
| 1 | Fax ports |
| 2 | Network port |
| 3 | Hi-Speed USB 2.0 port |



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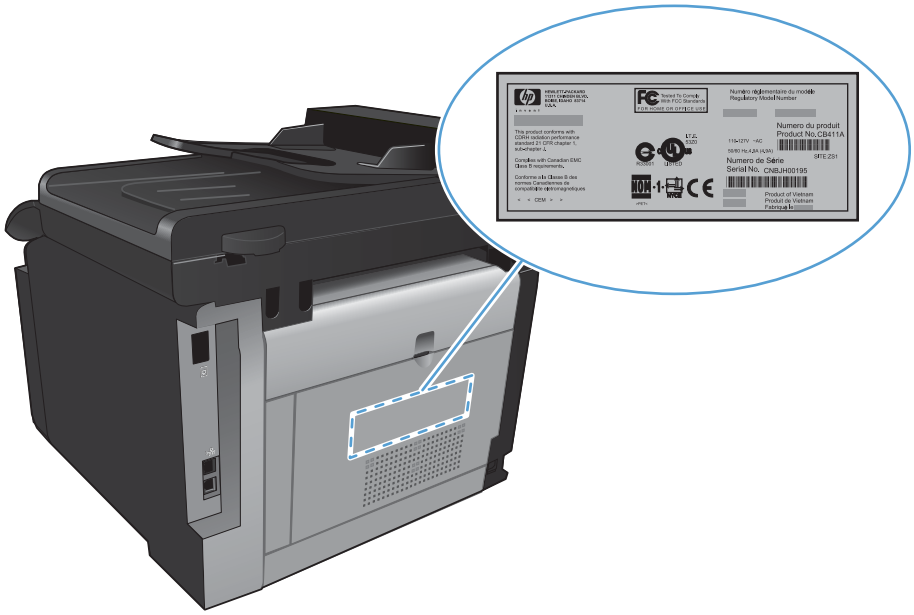
## Serial number and model number location

The serial number and product model number label is at the back of the product.



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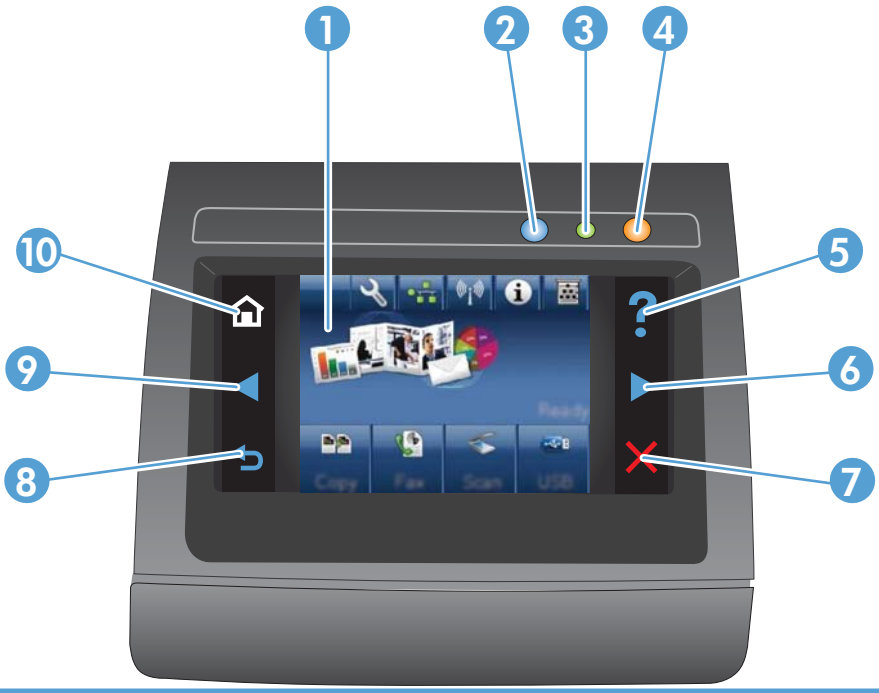
## Control panel layout




| | | |
|---|---|---|
| 1 | | Touch screen display |
| 2 | | Wireless light: indicates the wireless network is enabled. The light blinks while the product is establishing a connection to the wireless network. When connected, the light stops blinking and stays lit.<br>**NOTE:** Wireless models only |
| 3 | | Ready light: indicates the product is ready |
| 4 | | Attention light: indicates a problem with the product |
| 5 | ? | Help button and light: provides access to the control panel help system |
| 6 | ▶ | Right arrow button and light: moves the cursor to the right or moves the display image to the next screen<br>**NOTE:** This button illuminates only when the current screen can use this feature. |
| 7 | ✕ | Cancel button and light: clears settings, cancels the current job or exits the current screen.<br>**NOTE:** This button illuminates only when the current screen can use this feature. |
| 8 | ↩ | Back button and light: returns to the previous screen<br>**NOTE:** This button illuminates only when the current screen can use this feature. |
| 9 | ◀ | Left arrow button and light: moves the cursor to the left<br>**NOTE:** This button illuminates only when the current screen can use this feature. |
| 10 | ⌂ | Home button and light: provides access to the Home screen |



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## Buttons on the Home screen

The Home screen provides access to the product features, and it indicates the product status.

**NOTE:** Depending on the product configuration, the features on the Home screen can vary. The layout might also be reversed for some languages.

| | |
|---|---|
| 1 | Setup button: provides access to the main menus |
| 2 | Network button: provides access to network settings and information. From the network settings screen, you can print the Network Summary page. |
| 3 | Wireless button: provides access to the Wireless menu and wireless status information.<br>**NOTE:** Wireless models only<br>**NOTE:** When you are connected to a wireless network, this icon changes to a set of signal strength bars. |
| 4 | Information button: provides product status information. From the status summary screen, you can print the Configuration Report page. |
| 5 | Supplies button: provides information about supplies status. From the supplies summary screen, you can print the Supplies Status page. |
| 6 | Product status |
| 7 | USB button: provides access to the USB flash drive options. |
| 8 | Scan button: provides access to the scan feature |
| 9 | Fax button: provides access to the fax feature |
| 10 | Copy button: provides access to the copy feature |



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## Control panel help system

The product has a built-in Help system that explains how to use each screen. To open the Help system, touch the Help ? button in the upper-right corner of the screen.

For some screens, the Help opens to a global menu where you can search for specific topics. You can browse through the menu structure by touching the buttons in the menu.

Some Help screens include animations that guide you through procedures, such as clearing jams.

For screens that contain settings for individual jobs, the Help opens to a topic that explains the options for that screen.

If the product alerts you of an error or warning, touch the Help ? button to open a message that describes the problem. The message also contains instructions to help solve the problem.



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# 2 Control panel menus

- Setup Menu
- Function specific menus



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# Setup Menu

To open this menu, touch the Setup button. The following sub menus are available:

- Reports
- Quick Forms
- Fax Setup
- System Setup
- Service
- Network Setup



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## Reports menu

| Menu item | Description |
|---|---|
| Demo Page | Prints a page that demonstrates print quality |
| Menu Structure | Prints a control-panel menu layout map. |
| Configuration Report | Prints a list of the product settings |
| Supplies Status | Prints the print-cartridge status. Includes the following information:<br>• Estimated percentage of cartridge life remaining<br>• Approximate pages remaining<br>• Part numbers for HP print cartridges<br>• Number of pages printed<br>• Information about ordering new HP print cartridges and recycling used HP print cartridges |
| Network Summary | Displays status for:<br>• Network hardware configuration<br>• Enabled features<br>• TCP/IP and SNMP information<br>• Network statistics<br>• Wireless network configuration (wireless models only) |
| Usage Page | Displays the number of pages printed, faxed, copied, and scanned by the product |
| PCL Font List | Prints a list of all installed PCL 5 fonts |
| PS Font List | Prints a list of all installed PS fonts |
| PCL6 Font List | Prints a list of all installed PCL 6 fonts |
| Color Usage Log | Prints information about the color supply usage |
| Service Page | Prints the service page |
| Diagnostics Page | Prints diagnostic information about calibration and color quality |
| Print Quality Page | Prints a page that helps solve problems with print quality |



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## Quick Forms menu

| Menu item | Sub-menu item | Description |
|---|---|---|
| Notebook Paper | Narrow Rule | Prints pages that have preprinted lines |
| | Wide Rule | |
| | Child Rule | |
| Graph Paper | 1/8 inch | Prints pages that have preprinted graph lines |
| | 5 mm | |
| Checklist | 1-Column | Prints pages that have preprinted lines with check boxes |
| | 2-Column | |
| Music Paper | Portrait | Prints pages that have preprinted lines for writing music |
| | Landscape | |



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## Fax Setup menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| Fax Set-Up Utility | | | This is a tool for configuring the fax settings. Follow the on-screen prompts and select the appropriate response for each question. |
| Basic Setup | Time/Date | (Settings for time format, current time, date format, and current date.) | Sets the time and date setting for the product. |
| | Fax Header | Enter your fax number.<br><br>Enter company name. | Sets the identifying information that is sent to the receiving product. |
| | Answer Mode | Automatic*<br><br>Manual<br><br>TAM<br><br>Fax/Tel | Sets the type of answer mode. The following options are available:<br>• Automatic: The product automatically answers an incoming call on the configured number of rings.<br>• Manual: The user must press the Start Fax button or use an extension phone to make the product answer the incoming call.<br>• TAM: A telephone answering machine (TAM) is attached to the Aux phone port of the product. The product will not pick up any incoming call, but only listen for fax tones after the answering machine has picked up the call.<br>• Fax/Tel: The product must automatically pick up the call and determine if the call is a voice or fax call. If the call is a fax call, the product handles the call as usual. If the call is a voice call, an audible synthesized ring is generated to alert the user of an incoming voice call. |
| | Rings to Answer | | Sets the number of rings that must occur before the fax modem answers. The default setting is 5. |
| | Distinctive Ring | All Rings*<br><br>Single<br><br>Double<br><br>Triple<br><br>Double and Triple | If you have distinctive ring phone service, use this item to configure how the product responds to incoming calls.<br>• All Rings: The product answers any calls that come through the telephone line.<br>• Single: The product answers any calls that produce a single-ring pattern.<br>• Double: The product answers any calls that produce a double-ring pattern.<br>• Triple: The product answers any calls that produce a triple-ring pattern.<br>• Double and Triple: The product answers any calls that produce a double-ring or triple-ring pattern. |



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| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| | Dial Prefix | On<br>Off* | Specifies a prefix number that must be dialed when sending faxes from the product. If you turn this feature on, the product prompts you to enter the number and then it automatically includes that number every time you send a fax. |
| Advanced Setup | Fax Resolution | Standard<br>Fine*<br>Superfine<br>Photo | Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller and the fax takes less time to transmit. |
| | Lighter/Darker | | Sets the darkness of outgoing faxes. |
| | Fit to Page | On*<br>Off | Shrinks incoming faxes that are larger than the paper size set for the tray. |
| | Glass Size | Letter<br>A4 | Sets the default paper size for documents being scanned from the flatbed scanner. |
| | Dialing Mode | Tone*<br>Pulse | Sets whether the product should use tone or pulse dialing. |
| | Redial if Busy | On*<br>Off | Sets whether the product should attempt to redial if the line is busy. |
| | Redial if No Answer | On<br>Off* | Sets whether the product should attempt to redial if the recipient fax number does not answer. |
| | Redial if Comm. Error | On*<br>Off | Sets whether the product should attempt to redial the recipient fax number if a communication error occurs. |
| | Detect Dial Tone | On<br>Off* | Sets whether the product should check for a dial tone before sending a fax. |
| | Billing Codes | On<br>Off* | Enables the use of billing codes when set to **On**. A prompt appears where you can enter the billing code for an outgoing fax. |
| | Extension Phone | On*<br>Off | When this feature is enabled, you can press the **1-2-3** buttons on the extension phone to cause the product to answer an incoming fax call. |
| | Stamp Faxes | On<br>Off* | Sets the product to print the date, time, sender's phone number, and page number on each page of incoming faxes. |



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| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| | Private Receive | On<br>Off* | Setting **Private Receive** to **On** requires you toset a product password. After setting the password, the following options are set:<br>• Private Receive is turned on.<br>• All old faxes are deleted from memory.<br>• Fax forwarding is set to Off and is not allowed to be changed.<br>• All incoming faxes are stored in memory. |
| | Confirm Fax Number | On<br>Off* | Confirm a fax number by entering it a second time. |
| | Allow Fax Reprint | On*<br>Off | Sets whether incoming faxes are stored in memory for reprinting later. |
| | Fax/Tel Ring Time | 20<br>30<br>40<br>70 | Sets the time, in seconds, after which the product should stop sounding the Fax/Tel audible ring to notify the user of an incoming voice call. |
| | Fax Speed | Fast(V.34)*<br>Medium(V.17)<br>Slow(V.29) | Sets the allowed fax communication speed. |



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## System Setup menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| Language | (List of available control-panel display languages.) | | Sets the language in which the control panel displays messages and product reports. |
| Paper Setup | Default Paper Size | Letter<br>A4<br>Legal | Sets the size for printing internal reports, faxes, or any print job that does not specify a size. |
| | Default Paper Type | Lists available paper types. | Sets the type for printing internal reports, faxes, or any print job that does not specify a type. |
| | Tray 1 | Paper Type<br>Paper Size | Configures the size and type for the tray. |
| | Paper Out Action | Wait forever*<br>Cancel<br>Override | Determines how the product reacts when a print job requires a paper size or type that is unavailable or when the tray is empty.<br>• Wait forever: The product waits until you load the correct paper.<br>• Override: Print on a different size paper after a specified delay.<br>• Cancel: Automatically cancel the print job after a specified delay.<br>• If you select either the Override or Cancel item, the control panel prompts you for the number of seconds to delay. |
| Print Quality | Color Calibration | Calibrate Now<br>Power-On Calibration | Performs a full calibration.<br>• Calibrate Now: Performs an immediate calibration.<br>• Power-On Calibration: Specify the length of time the product should wait after you turn it on before it calibrates. |
| Volume Settings | Alarm Volume<br>Ring Volume<br>Key-Press Volume<br>Phone Line Volume | | Set the volume levels for the product. The following options are available for each volume setting:<br>• Off<br>• Soft<br>• Medium*<br>• Loud |



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| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| PowerSave Time | Sleep Delay | Off<br>1 Minute<br>15 Minutes*<br>30 Minutes<br>1 Hour<br>2 Hours | Specifies the amount of idle time before the product enters sleep mode. |
| Time/Date | (Settings for time format, current time, date format, and current date.) | | Sets the time and date setting for the product. |
| Product Security | On<br>Off | | Sest the product-security feature. If you select the On setting, you must set a password. |
| At Very Low | Black Cartridge | Stop<br>Prompt<br>Continue* | Sets how the product behaves when the black print cartridge reaches the very low threshold.<br>• Stop: The product stops printing until you replace the print cartridge.<br>• Prompt: The product stops printing and prompts you to replace the print cartridge. You can acknowledge the prompt and continue printing.<br>• Continue: The product alerts you that the print cartridge is very low, but it continues printing. |
| | Color Cartridges | Stop<br>Prompt<br>Continue<br>Print Black* | Sets how the product behaves when one of the color print cartridges reaches the very low threshold.<br>• Stop: The product stops printing until you replace the print cartridge.<br>• Prompt: The product stops printing and prompts you to replace the print cartridge. You can acknowledge the prompt and continue printing.<br>• Continue: The product alerts you that the print cartridge is very low, but it continues printing.<br>• Print Black: When a color print cartridge becomes very low, the product prints in black only to prevent fax interruptions. To configure the product to print in color and use the remaining toner in the print cartridge past very low, follow these steps:<br>1. On the product control panel, touch the Setup button, and then touch the System Setup button.<br>2. Touch the At Very Low button, and then touch the Color Cartridges button. Touch the Continue button.<br>When you choose to replace the very low print cartridge, color printing resumes automatically. |



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| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| User-Defined Low | Black | | Type the percentage of estimated life remaining at which the product alerts you that the print cartridge is low. |
| | Cyan | | |
| | Magenta | | |
| | Yellow | | |
| USB Flash Drive | On | | Enables or disables the USB flash drive. |
| | Off | | |
| Color Copy | On | | Enables or disables color copying. |
| | Off | | |
| Courier Font | Regular | | Sets Courier font values. |
| | Dark | | |



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## Service menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| Fax Service | Clear Saved Faxes | | Clears all faxes in memory. |
| | Run Fax Test | | Performs a fax test to verify that the phone cord is plugged in the correct outlet and that there is a signal on the phone line. A fax test report is printed indicating the results. |
| | Print T.30 Trace | Now<br>Never*<br>If Error<br>At End of Call | Prints or schedules a report that is used to troubleshoot fax transmission issues. |
| | Error Correction | On*<br>Off | The error correction mode allows the sending device to re-transmit data if it detects an error signal. |
| | Fax Service Log | | The fax service log prints out the last 40 entries in the fax log. |
| Cleaning Page | | | Cleans the product when specks or other marks appear on printed output. The cleaning process removes dust and excess toner from the paper path.<br><br>When selected, the product prompts you to load plain Letter or A4 paper in Tray 1. Touch the OK button to begin the cleaning process. Wait until the process completes. Discard the page that prints. |
| USB Speed | High*<br>Full | | Sets the USB speed for the USB connection to the computer. For the product to actually operate at high speed, it must have high speed enabled and be connected to an EHCI host controller that is also operating at high speed. This menu item also does not reflect the current operating speed of the product. |
| Less Paper Curl | On<br>Off* | | When printed pages are consistently curled, this option sets the product to a mode that reduces curl. |



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| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| Archive Print | On<br>Off* | | When printing pages that will be stored for a long time, this option sets the product to a mode that reduces toner smearing and dusting. |
| Firmware Datecode | | | Displays the current firmware datecode |
| Restore Defaults | | | Sets all settings to the factory default values |



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## Network Setup menu

In the following table, items that have an asterisk (*) indicate the factory default setting.

| Menu item | Sub-menu item | Description |
|---|---|---|
| Wireless Menu | Wireless Setup Wizard | Guides you through the steps to set up the product on a wireless network |
| | Wi-Fi Protected Setup | If your wireless router supports this feature, use this method to set up the product on a wireless network. This is the simplest method. |
| | Run Network Test | Tests the wireless network and prints a report with the results. |
| | Turn Wireless On/Off | Enables or disables the wireless network feature. |
| TCP/IP Config | Automatic*<br>Manual | Automatic: The product automatically configures all the TCP/IP settings via DHCP, BootP or AutoIP.<br>Manual: You can manually configure the IP address, subnet mask, and default gateway. The control panel prompts you to specify values for each address section. As each address is completed, the product prompts for address confirmation before moving to the next one. After all three addresses are set, the network reinitializes. |
| Auto Crossover | On*<br>Off | Enables or disables the use of a standard 10/100 network cable when the product is directly connected to a coomputer. |
| Network Services | IPv4<br>IPv6 | Enable or disable the IPv4 and IPv6 protocols. By default, each protocol is enabled. |
| Link Speed | Automatic*<br>10T Full<br>10T Half<br>100TX Full<br>100TX Half | Sets the link speed manually if needed.<br>After setting the link speed, the product automatically restarts. |
| Restore Defaults | | Resets all network configurations to their factory defaults. |



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# Function specific menus

The product features function-specific menus for copying, faxing, scanning, and using a USB flash drive. To open these menus, touch the button for that function on the control panel.

## Copy Menu

To open this menu, touch the Copy button, and then touch the Settings... button.

**NOTE:** Settings that you change with this menu expire 2 minutes after the last copy completes.

| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| ID Copy<br><br>**NOTE:** This item is available from the main Copy screen. You do not need to touch the Settings... button to access it. | | | Copies both sides of identification cards, or other small-size documents, onto the same side of one sheet of paper. |
| Number of Copies | (1–99) | | Specifies the number of copies |
| Reduce/Enlarge | Original=100%<br>Legal to Letter=78%<br>Legal to A4=83%<br>A4 to Letter=94%<br>Letter to A4=97%<br>Full Page=91%<br>Fit to Page<br>2 Pages per Sheet<br>4 Pages per Sheet<br>Custom: 25 to 400% | | Specifies the size of the copy. |
| Lighter/Darker | | | Specifies the contrast of the copy. |
| Optimize | Describe Original | Auto Select<br>Mixed<br>Text<br>Picture | Specifies the type of content in the original document, so the copy is the best match for the original. |
| Paper | Paper Size<br>Paper Type | | Specifies the paper size and type for copies. |
| Multi-Page Copy | Off<br>On | | When this feature is on, the product prompts you to load another page onto the scanner glass or to indicate that the job is complete. |



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| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| Collation | On<br>Off | | Specifies whether to collate copy jobs |
| Draft Mode | Off<br>On | | Specifies whether to use draft-quality printing for copies |
| Image Adjustment | Lightness<br>Contrast<br>Sharpen<br>Background Removal<br>Color Balance<br>Grayness | | Adjusts the image quality settings for copies |
| Set as New Defaults | | | Saves any changes you have made to this menu as the new defaults |
| Restore Defaults | | | Restores the factory defaults for this menu |

## Fax Menu

To open this menu, touch the Fax button, and then touch the Fax Menu button.

| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| Fax Reports | Fax Confirmation | On Every Fax<br>On Send Fax Only<br>On Receive Fax Only<br>Never* | Sets whether the product prints a confirmation report after a successful fax job. |
| | Include First Page | On*<br>Off | Sets whether the product includes a thumbnail image of the first page of the fax on the report. |
| | Fax Error Report | On Every Error*<br>On Send Error<br>On Receive Error<br>Never | Sets whether the product prints a report after a failed fax job. |
| | Print Last Call Report | | Prints a detailed report of the last fax operation, either sent or received. |



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| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| | Fax Activity Log | Print Log Now<br>Auto Log Print | Print Log Now: Prints a list of the faxes that have been sent from or received by this product.<br>Auto Log Print: Automatically prints a report after every fax job. |
| | Print Phone Book | | Prints a list of the speed dials that have been set up for this product. |
| | Print Junk Fax list | | Prints a list of phone numbers that are blocked from sending faxes to this product. |
| | Print Billing Report | | Prints a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code. This menu item appears only when the billing codes feature is turned on. |
| | Print All fax Reports | | Prints all fax-related reports. |
| Send Options | Send Fax Later | | Allows a fax to be sent at a later time and date. |
| | Broadcast Fax | | Sends a fax to multiple recipients. |
| | Fax Job Status | | Displays pending fax jobs, and allows you to cancel pending fax jobs. |
| | Fax Resolution | Standard<br>Fine<br>Superfine<br>Photo | Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. |
| Receive Options | Print Private Faxes | | Prints stored faxes when the private-receive feature is on. This menu item appears only when the private-receive feature is turned on. The product prompts you for the system password. |
| | Block Junk Faxes | Add Number<br>Delete Number<br>Delete All Numbers<br>Print Junk Fax list | Modifies the junk fax list. The junk fax list can contain up to 30 numbers. When the product receives a call from one of the junk fax numbers, it deletes the incoming fax. It also logs the junk fax in the activity log along with job-accounting information. |



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| Menu item | Sub-menu item | Sub-menu item | Description |
|---|---|---|---|
| | Reprint Faxes | | Prints the received faxes stored in available memory. This item is available only if you have turned on the Allow Fax Reprint feature in the Fax Setup menu. |
| | Forward Fax | On<br>Off* | Sets product to send all received faxes to another fax machine. |
| | Polling Receive | | Allows the product to call another fax machine that has polling send enabled. |
| Phone Book Setup | Individual Setup | | Edits the fax phone book speed dials and group-dial entries. The product supports up to 120 phone book entries, which can be either individual or group entries. |
| | Group Setup | | |
| | Delete Entry | Deletes a specific phone book entry. | |
| | Delete All Entries | Deletes all entries in the phone book | |
| | Print Report Now | Prints a list of all the individual and group dial entries in the phone book. | |
| Change Defaults | | | Opens the Fax Setup menu. |

## Scan Menu

| Menu item | Description |
|---|---|
| Scan to USB Drive | Scans a document and stores it as a .PDF file or .JPEG image on the USB flash drive. |

## USB Flash Drive

| Menu item | Description |
|---|---|
| Print Documents | Prints documents stored on the USB drive. Use the arrow buttons to scroll through the documents. Touch the names of documents that you want to print.<br><br>Touch the summary screen to change settings such as the number of copies, the paper size, or the paper type.<br><br>Touch the Print button when you are ready to print the documents. |



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| Menu item | Description |
| --- | --- |
| View and Print Photos | Previews photos on the USB drive. Use the arrow buttons to scroll through the photos. Touch the preview image for each photo that you want to print. You can adjust the settings, and you can save the changes as the new default settings. When you are ready to print the photos, touch the Print button. |
| Scan to USB Drive | Scans a document and stores it as a .PDF file or .JPEG image on the USB flash drive. |



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# 3 Software for Windows


- Supported operating systems for Windows
- Supported printer drivers for Windows
- Select the correct printer driver for Windows
- Change print job settings
- Change printer-driver settings for Windows
- Remove software for Windows
- Supported utilities for Windows
- Software for other operating systems




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# Supported operating systems for Windows

The product supports the following Windows operating systems:

### Recommended software installation

- Windows XP (32-bit, Service Pack 2)
- Windows Vista (32-bit and 64-bit)
- Windows 7 (32-bit and 64-bit)

### Print and scan drivers only

- Windows 2003 Server (32-bit, Service Pack 3)
- Windows 2008 Server

# Supported printer drivers for Windows

- HP PCL 6 (this is the default printer driver)
- HP Universal Print Driver for Windows Postscript
- HP Universal Print Driver for PCL 5

The printer drivers include online Help that has instructions for common printing tasks and also describes the buttons, checkboxes, and drop-down lists that are in the printer driver.

**NOTE:** For more information about the UPD, see www.hp.com/go/upd.

# Select the correct printer driver for Windows

Printer drivers provide access to the product features and allow the computer to communicate with the product (using a printer language). Check the installation notes and readme files on the product CD for additional software and languages.

### HP PCL 6 driver description

- Installs from the Add Printer wizard
- Provided as the default driver
- Recommended for printing in all supported Windows environments
- Provides the overall best speed, print quality, and product-feature support for most users
- Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments
- Might not be fully compatible with third-party and custom software programs that are based on PCL 5

### HP UPD PS driver description

- Available for download from the Web at www.hp.com/support/CM1410series
- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
- Provides support for printing from postscript emulation needs, or for postscript flash font support



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### HP UPD PCL 5 driver description

- Available for download from the Web at www.hp.com/support/CM1410series
- Compatible with previous PCL versions and older HP LaserJet products
- The best choice for printing from third-party or custom software programs
- Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models
- Preferred when printing to multiple printer models from a mobile Windows computer



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# Change print job settings

| Tool for changing the settings | Method for changing the settings | Duration of changes | Hierarchy of changes |
|---|---|---|---|
| Software program settings | On the File menu in the software program, click Page Setup or a similar command. | These settings are in effect for the current print job only. | Settings changed here override settings changed anywhere else. |
| Printer Properties in the software program | The steps vary for each software program. This procedure is most common.<br>1. On the **File** menu in the software program, click **Print**.<br>2. Select the product, and then click **Properties** or **Preferences**.<br>3. Change the settings on any of the tabs. | These settings are in effect for the current session of the software program. | Settings changed here override default printer driver settings and default product settings. |
| Default printer driver settings | 1. Open the list of printers on your computer, and select this product.<br>**NOTE:** This step varies for each operating system.<br>2. Click **Printer**, and then click **Printing Preferences**.<br>3. Change the settings on any of the tabs. | These settings remain in effect until you change them again.<br>**NOTE:** This method changes the default settings for the printer driver for all software programs. | You can override these settings by changing settings in the software program. |
| Default product settings | Change product settings on the control panel, or in the product management software that came with your product. | These settings remain in effect until you change them again. | You can override these settings by making changes with any other tool. |



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# Change printer-driver settings for Windows

## Change the settings for all print jobs until the software program is closed

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.

The steps can vary; this procedure is most common.

## Change the default settings for all print jobs

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)**: Click **Start**, and then click **Printers and Faxes**.

   **Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)**: Click **Start**, click **Settings**, and then click **Printers**.

   **Windows Vista**: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

   **Windows 7**: Click **Start**, and then click **Devices and Printers**.
2. Right-click the driver icon, and then select **Printing Preferences**.

## Change the product configuration settings

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)**: Click **Start**, and then click **Printers and Faxes**.

   **Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)**: Click **Start**, click **Settings**, and then click **Printers**.

   **Windows Vista**: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

   **Windows 7**: Click **Start**, and then click **Devices and Printers**.
2. Right-click the driver icon, and then select **Properties** or **Printer properties**.
3. Click the **Device Settings** tab.



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# Remove software for Windows

## Windows XP

1. Click **Start**, and then click **Programs**.
2. Click **HP**, and then click the product name.
3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.

## Windows Vista and Windows 7

1. Click **Start**, and then click **All Programs**.
2. Click **HP**, and then click the product name.
3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.



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# Supported utilities for Windows

- HP Web Jetadmin
- HP Embedded Web Server
- HP ToolboxFX

## Other Windows components and utilities

- Software installer — automates the printing system installation
- Online Web registration
- HP LaserJet Scan
- PC Fax Send

# Software for other operating systems

| OS | Software |
|---|---|
| UNIX | For HP-UX and Solaris networks, go to www.hp.com/support/net_printing to download the HP Jetdirect printer installer for UNIX. |
| Linux | For information, go to www.hp.com/go/linuxprinting. |



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# 4 Use the product with Mac


- Software for Mac
- Print with Mac
- Fax with Mac
- Scan with Mac




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# Software for Mac

## Supported operating systems for Mac

The product supports the following Mac operating systems:

- Mac OS X 10.5, 10.6, and later

**NOTE:** For Mac OS X 10.5 and later, PPC and Intel® Core™ Processor Macs are supported. For Mac OS X 10.6, Intel Core Processor Macs are supported.

## Supported printer drivers for Mac

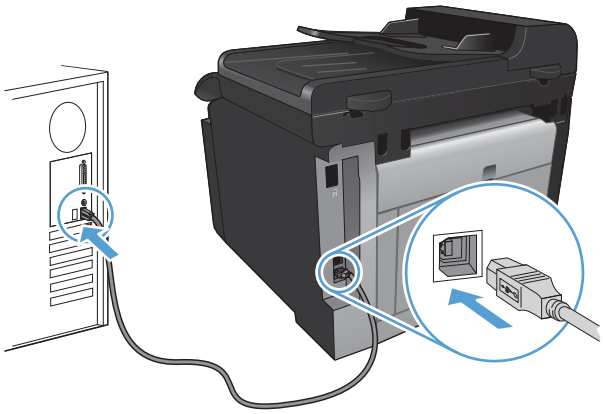
The HP LaserJet software installer provides PostScript® Printer Description (PPD) files, and Printer Dialog Extensions (PDEs) for use with Mac OS X computers. The HP printer PPD and PDE files, in combination with the built-in Apple PostScript printer drivers, provide full printing functionality and access to specific HP printer features.

## Install software for Mac operating systems

### Install software for Mac computers connected directly to the product

This product supports a USB 2.0 connection. Use an A-to-B type USB cable. HP recommends using a cable that is no longer than 2 m (6.5 ft).

1. Connect the USB cable to the product and the computer.



2. Install the software from the CD.
3. Click HP Installer icon, and follow the onscreen instructions.
4. On the Congratulations screen, click the **OK** button.
5. Print a page from any program to make sure that the printing software is correctly installed.



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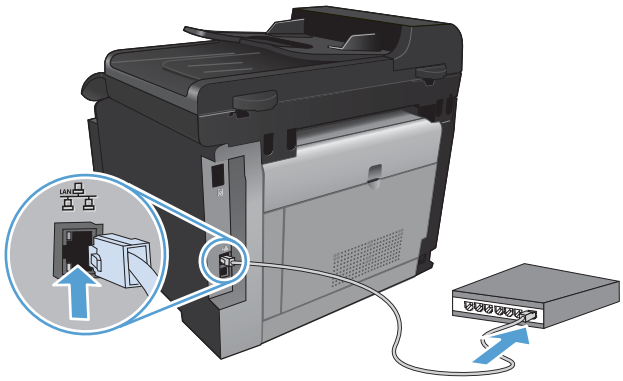
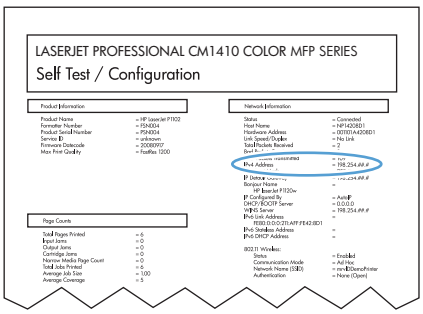
## Install software for Mac computers on a wired network

### Configure the IP address

1. Connect the network cable to the product and to the network.



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
3. At the product control panel, press the Setup button.
4. Touch the Reports menu, and then touch the Configuration Report button to print the configuration report.
5. Find the IP address on the configuration report.


LASERJET PROFESSIONAL CM1410 COLOR MFP SERIES
Self Test / Configuration

### Install the software

1. Quit all programs on the computer.
2. Install the software from the CD.
3. Click the HP Installer icon, and follow the onscreen instructions.
4. On the Congratulations screen, click the **OK** button.
5. Print a page from any program to make sure that the printing software is correctly installed.



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## Install software for Mac computers on a wireless network

Before installing the product software, make sure the product is not connected to the network using a network cable.

If your wireless router does not support Wi-Fi Protected Setup (WPS), obtain the wireless router network settings from your system administrator, or complete the following tasks:

- Obtain the wireless network name or service set identifier (SSID).
- Determine the security password or encryption key for the wireless network.

### Connect the product to a wireless network using WPS

If your wireless router supports Wi-Fi Protected Setup (WPS), this is the simplest way to set up the product on a wireless network.

1. From the Home screen, touch the Wireless button.
2. Touch the Wireless Menu button, and then touch the Wi-Fi Protected Setup button.
3. Use one of these methods to complete the setup:
   - **Pushbutton**: Select the Pushbutton option and follow the instructions on the control panel. Establishing the wireless connection can take a few minutes.
   - **PIN**: Select the Generate PIN option and follow the instructions on the control panel. The product generates a unique PIN, which you must type into the wireless router's setup screen. Establishing the wireless connection can take a few minutes.

**NOTE:** If this method is not successful, try using the Wireless Setup Wizard on the product control panel or try using the USB cable connection method.

### Connect the product to a wireless network using the Wireless Setup Wizard

If your wireless router does not support WiFi-Protected Setup (WPS), you can use this method to install the product on a wireless network.

1. From the Home screen, touch the Wireless button.
2. Touch the Wireless Menu button, and then touch the Wireless Setup Wizard button.
3. The product scans for available wireless networks and returns a list of network names (SSIDs). Select the SSID for your wireless router from the list if it is available. If the SSID for your wireless router is not in the list, touch the Enter SSID button. When prompted for the type of network security, select the option that your wireless router uses. A keypad opens on the control panel display.
4. If your wireless router uses WPA security, type the passphrase on the keypad.

   If your wireless router uses WEP security, type the key on the keypad.
5. Touch the OK button, and wait while the product establishes a connection with the wireless router. Establishing the wireless connection can take a few minutes.

### Connect the product to a wireless network using a USB cable

If your wireless router does not support WiFi-Protected Setup (WPS), use this method to set up the product on a wireless network. Using a USB cable to transfer settings makes setting up a wireless



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connection easier. After the setup is complete, you can disconnect the USB cable and use the wireless connection.

1. Insert the software CD into the computer CD tray.
2. Follow the on-screen instructions. When prompted, select the **Connect through a wireless network** option. Connect the USB cable to the product when prompted.

△ **CAUTION:** Do not connect the USB cable until the installation program prompts you.

3. When the installation is complete, print a configuration page to make sure that the product has a SSID name.
4. When installation is complete, disconnect the USB cable.

## Remove software from Mac operating systems

You must have administrator rights to remove the software.

1. Disconnect the product from the computer.
2. Open **Applications**.
3. Select **Hewlett Packard**.
4. Select **HP Uninstaller**.
5. Select the product from the list of devices, and then click the **Uninstall** button.
6. After the software is uninstalled, restart the computer and empty the Trash.

## Change printer-driver settings for Mac

| Change the settings for all print jobs until the software program is closed | Change the default settings for all print jobs | Change the product configuration settings |
|---|---|---|
| 1. On the **File** menu, click the **Print** button.<br>2. Change the settings that you want on the various menus. | 1. On the **File** menu, click the **Print** button.<br>2. Change the settings that you want on the various menus.<br>3. On the **Presets** menu, click the **Save As...** option and type a name for the preset.<br>These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print. | **Mac OS X 10.5 and 10.6**<br>1. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.<br>2. Select the product in the left side of the window.<br>3. Click the **Options & Supplies** button.<br>4. Click the **Driver** tab.<br>5. Configure the installed options. |



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# Software for Mac computers

## HP Utility for Mac

Use the HP Utility to set up product features that are not available in the printer driver.

You can use the HP Utility when the product uses a universal serial bus (USB) cable or is connected to a TCP/IP-based network.

### Open the HP Utility

☐ From the dock, click **HP Utility**.

**-or-**

From **Applications**, click **Hewlett Packard**, and then click **HP Utility**.

### HP Utility features

Use the HP Utility software to perform the following tasks:

- Obtain information about supplies status.
- Obtain information about the product, such as the firmware version and the serial number.
- Print a configuration page.
- For products connected to an IP-based network, obtain network information and open the HP Embedded Web Server.
- Configure the paper type and size for the tray.
- Transfer files and fonts from the computer to the product.
- Update the product firmware.
- Display the color usage page.
- Configure basic fax settings.

## Supported utilities for Mac

### HP Embedded Web Server

The product is equipped with an embedded Web server, which provides access to information about product and network activities.



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# Print with Mac

## Cancel a print job with Mac

1. If the print job is currently printing, cancel it by pressing the Cancel ✕ button on the product control panel.

**NOTE:** Pressing the Cancel ✕ button clears the job that the product is currently processing. If more than one process is running, pressing the Cancel ✕ button clears the process that currently appears on the product control panel.

2. You can also cancel a print job from a software program or a print queue.
   - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
   - **Mac print queue:** Open the print queue by double-clicking the product icon in the dock. Highlight the print job, and then click **Delete**.

## Change the paper size and type with Mac

1. On the **File** menu in the software program, click the **Print** option.
2. In the **Copies & Pages** menu, click the **Page Setup** button.
3. Select a size from the **Paper Size** drop-down list, and then click the OK button.
4. Open the **Finishing** menu.
5. Select a type from the **Media-type** drop-down list.
6. Click the **Print** button.

## Resize documents or print on a custom paper size with Mac

| | |
|---|---|
| **Mac OS X 10.5 and 10.6**<br><br>Use one of these methods. | 1. On the **File** menu, click the **Print** option.<br>2. Click the **Page Setup** button.<br>3. Select the product, and then select the correct settings for the **Paper Size** and **Orientation** options. |
| | 1. On the **File** menu, click the **Print** option.<br>2. Open the **Paper Handling** menu.<br>3. In the **Destination Paper Size** area, click the **Scale to fit paper size** box, and then select the size from the drop-down list. |

## Create and use printing presets with Mac

Use printing presets to save the current printer driver settings for reuse.



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### Create a printing preset

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Select the print settings that you want to save for reuse.
4. In the **Presets** menu, click the **Save As...** option, and type a name for the preset.
5. Click the **OK** button.

### Use printing presets

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. In the **Presets** menu, select the printing preset.

**NOTE:** To use printer-driver default settings, select the **standard** option.

## Print a cover page with Mac

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Cover Page** menu, and then select where to print the cover page. Click either the **Before Document** button or the **After Document** button.
4. In the **Cover Page Type** menu, select the message that you want to print on the cover page.

**NOTE:** To print a blank cover page, select the **standard** option from the **Cover Page Type** menu.

## Use watermarks with Mac

1. On the **File** menu, click the **Print** option.
2. Open the **Watermarks** menu.
3. From the **Mode** menu, select the type of watermark to use. Select the **Watermark** option to print a semi-transparent message. Select the **Overlay** option to print a message that is not transparent.
4. From the **Pages** menu, select whether to print the watermark on all pages or on the first page only.
5. From the **Text** menu, select one of the standard messages, or select the **Custom** option and type a new message in the box.
6. Select options for the remaining settings.



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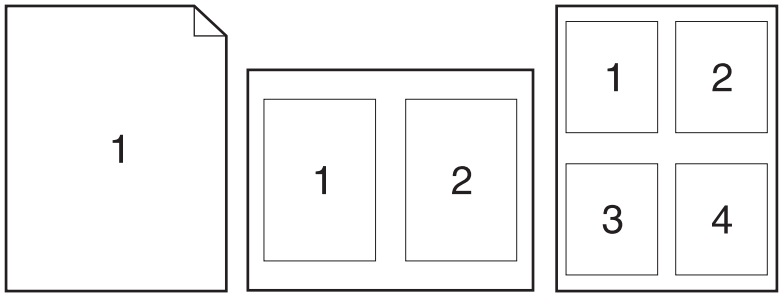
## Print multiple pages on one sheet of paper with Mac




1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Layout** menu.
4. From the **Pages per Sheet** menu, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Borders** menu, select the type of border to print around each page on the sheet.

## Print on both sides of the page (duplex printing) with Mac

1. Insert enough paper into one of the trays to accommodate the print job.
2. On the **File** menu, click the **Print** option.
3. Open the **Finishing** menu, and click the **Manual Duplex** tab or open the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button. Follow the instructions in the pop-up window that appears on the computer screen before replacing the output stack in Tray 1 for printing the second half.
6. Go to the product, and remove any blank paper that is in Tray 1.
7. Insert the printed stack face down in Tray 1.
8. If prompted, touch the appropriate control panel button to continue.

## Set the color options with Mac

Use the **Color Options** menu or the **Color/Quality Options** menu to control how colors are interpreted and printed from software programs.

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Color Options** menu or the **Color/Quality Options** menu.



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4. Open the **Advanced** menu, or select the appropriate tab.
5. Adjust the individual settings for text, graphics, and photographs.

## Use the Services menu with Mac

If the product is connected to a network, use the **Services** menu to obtain product and supply-status information.

1. On the **File** menu, click the **Print** option.
2. Open the **Services** menu.
3. To open the embedded Web server and perform a maintenance task, do the following:
   a. Select the **Device Maintenance** tab.
   b. Select a task from the drop-down list.
   c. Click the **Launch** button.
4. To go to various support Web sites for this product, do the following:
   a. Select the **Services on the Web** tab.
   b. Select an option from the menu.
   c. Click the **Go!** button.



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# Fax with Mac

To send a fax by printing to a fax driver, complete the following steps:

1. Open the document that you want to fax.
2. Click **File** and then click **Print**.
3. In the **Printer** pop-up menu, select the fax print queue that you want to use.
4. In the **Copies** field, adjust the number of copies if necessary.
5. In the **Paper Size** pop-up menu, adjust the paper size if necessary.
6. In the **Fax Information** area, enter the fax number of one or more recipients.

   **NOTE:** If you need to include a dialing prefix, enter it in the **Dialing Prefix** field.

7. Click **Fax**.



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# Scan with Mac

Use the HP Scan software to scan images to a Mac computer.

1. Load the document onto the scanner glass or into the document feeder.
2. Open the **Applications** folder, and then click **Hewlett-Packard**. Double-click **HP Scan**.
3. Open the **HP Scan** menu and click **Preferences**. From the **Scanner** pop-up menu, select this product from the list, and click **Continue**.
4. To use the standard preset settings, which produce acceptable results for images and text, click the **Scan** button.

   To use presets optimized for pictures or text documents, select a preset from the **Scanning Presets** pop-up menu. To adjust the settings, click the **Edit** button. When you are ready to scan, click the **Scan** button.
5. To scan more pages, load the next page and click **Scan**. Click **Append to List** to add the new pages to the current list. Repeat until you have scanned all the pages.
6. Click the **Save** button, and then browse to the folder on your computer where you want to save the file.

**NOTE:** To print the scanned images now, click the **Print** button.



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# 5 Connect the product


- Supported network operating systems
- Connect with USB
- Connect to a network




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# Supported network operating systems

- Windows 7
- Windows Vista (32-bit and 64-bit)
- Windows XP (32-bit, Service Pack 2)
- Windows Server 2003 (Service Pack 3)
- Windows Server 2008 (32-bit and 64-bit)
- Mac OS X v10.5 and v10.6

## Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at www.microsoft.com.



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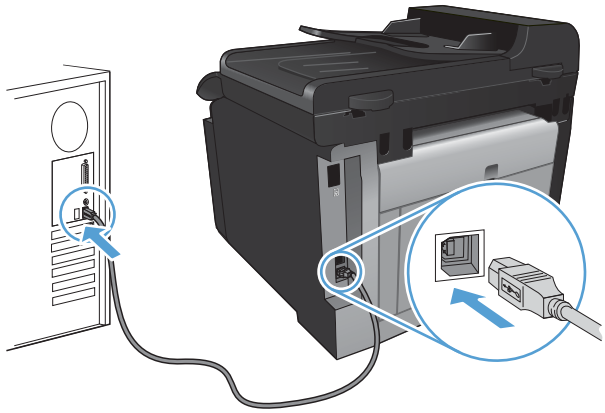
# Connect with USB

This product supports a USB 2.0 connection. Use an A-to-B type USB cable. HP recommends using a cable that is no longer than 2 m (6.5 ft).

△ **CAUTION:** Do not connect the USB cable until the installation software prompts you to connect it.

## CD installation

1. Quit all open programs on the computer.
2. Install the software from the CD, and follow the onscreen instructions.
3. When prompted, select the **Directly connect to this computer using a USB cable** option, and then click the **Next** button.
4. When the software prompts you, connect the USB cable to the product and the computer.



5. At the end of the installation, click the **Finish** button.
6. On the **More Options** screen, you can install more software, or click the **Finish** button.
7. Print a page from any program to make sure that the printing software is correctly installed.



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# Connect to a network

## Supported network protocols

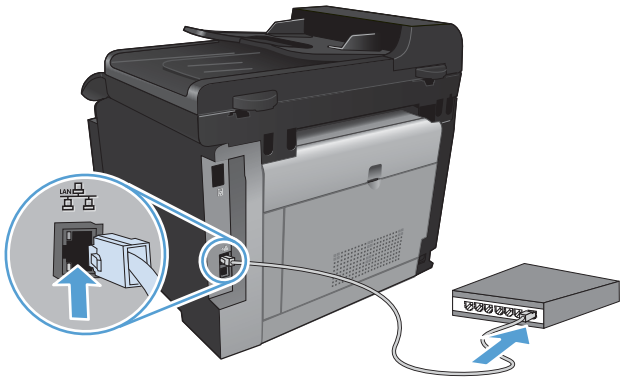
To connect a networking-equipped product to a network, you need a network that uses one or more of the following protocols.

- TCP/IP (IPv4 or IPv6)
- Port 9100
- LPR
- DHCP
- AutoIP
- SNMP
- Bonjour
- SLP
- WSD
- NBNS
- LLMNR

## Install the product on a wired network

### Configure the IP address

1. Connect the network cable to the product and to the network.



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
3. At the product control panel, press the Setup button.



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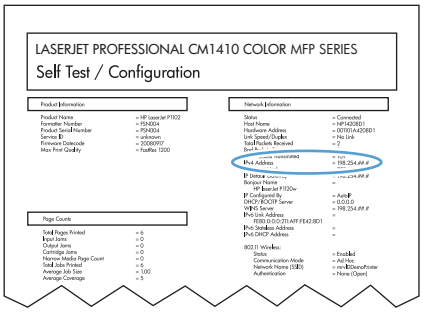
4. Touch the Reports menu, and then touch the Configuration Report button to print the configuration report.

5. Find the IP address on the configuration report.




## Install the software

1. Quit all programs on the computer.
2. Install the software from the CD.
3. Follow the onscreen instructions.
4. When prompted, select the **Connect through a wired network** option, and then click the **Next** button.
5. From the list of available printers, select the printer that has the correct IP address.
6. Click the **Finish** button.
7. On the **More Options** screen, you can install more software, or click the **Finish** button.
8. Print a page from any program to make sure that the printing software is correctly installed.

# Install the product on a wireless network

Before installing the product software, make sure the product is not connected to the network using a network cable.

If your wireless router does not support Wi-Fi Protected Setup (WPS), obtain the wireless router network settings from your system administrator, or complete the following tasks:

- Obtain the wireless network name or service set identifier (SSID).
- Determine the security password or encryption key for the wireless network.



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## Connect the product to a wireless network using WPS

If your wireless router supports Wi-Fi Protected Setup (WPS), this is the simplest way to set up the product on a wireless network.

1. From the Home screen, touch the Wireless button.
2. Touch the Wireless Menu button, and then touch the Wi-Fi Protected Setup button.
3. Use one of these methods to complete the setup:
   - **Pushbutton**: Select the Pushbutton option and follow the instructions on the control panel. Establishing the wireless connection can take a few minutes.
   - **PIN**: Select the Generate PIN option and follow the instructions on the control panel. The product generates a unique PIN, which you must type into the wireless router's setup screen. Establishing the wireless connection can take a few minutes.

**NOTE:** If this method is not successful, try using the Wireless Setup Wizard on the product control panel or try using the USB cable connection method.

## Connect the product to a wireless network using the Wireless Setup Wizard

If your wireless router does not support WiFi-Protected Setup (WPS), you can use this method to install the product on a wireless network.

1. From the Home screen, touch the Wireless button.
2. Touch the Wireless Menu button, and then touch the Wireless Setup Wizard button.
3. The product scans for available wireless networks and returns a list of network names (SSIDs). Select the SSID for your wireless router from the list if it is available. If the SSID for your wireless router is not in the list, touch the Enter SSID button. When prompted for the type of network security, select the option that your wireless router uses. A keypad opens on the control panel display.
4. If your wireless router uses WPA security, type the passphrase on the keypad.

   If your wireless router uses WEP security, type the key on the keypad.
5. Touch the OK button, and wait while the product establishes a connection with the wireless router. Establishing the wireless connection can take a few minutes.

## Connect the product to a wireless network using a USB cable

If your wireless router does not support WiFi-Protected Setup (WPS), use this method to set up the product on a wireless network. Using a USB cable to transfer settings makes setting up a wireless connection easier. After the setup is complete, you can disconnect the USB cable and use the wireless connection.

1. Insert the software CD into the computer CD tray.
2. Follow the on-screen instructions. When prompted, select the **Connect through a wireless network** option. Connect the USB cable to the product when prompted.

**CAUTION:** Do not connect the USB cable until the installation program prompts you.



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3. When the installation is complete, print a configuration page to make sure that the product has a SSID name.

4. When installation is complete, disconnect the USB cable.

## Install the software for a wireless product currently on the network

If the product already has an IP address on a wireless network and you want to install product software on a computer, complete the following steps.

1. From the product control panel, print a configuration page to obtain the product IP address.

2. Install the software from the CD.

3. Follow the on-screen instructions.

4. When prompted, select the **Connect through a wireless network** option, and then click the **Next** button.

5. From the list of available printers, select the printer that has the correct IP address.

## Disconnect from the wireless network

If you want to disconnect the product from a wireless network, you can turn off the wireless functionality in the product.

1. At the product control panel, touch the Wireless button, and then touch the Wireless Menu button.

2. Touch the Turn Wireless On/Off button, and then touch the Off button.

3. To confirm that the wireless unit is turned off, print a Network Summary page from the Reports menu, and then verify that it lists the wireless feature as disabled.

## Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.

- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.

- Position the wireless router in a central location in line of sight with the wireless products on the network.



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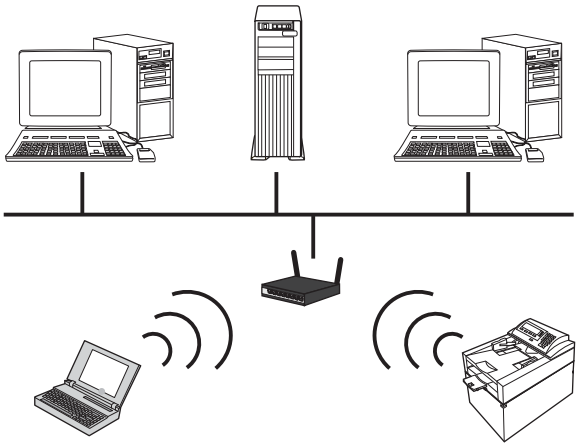
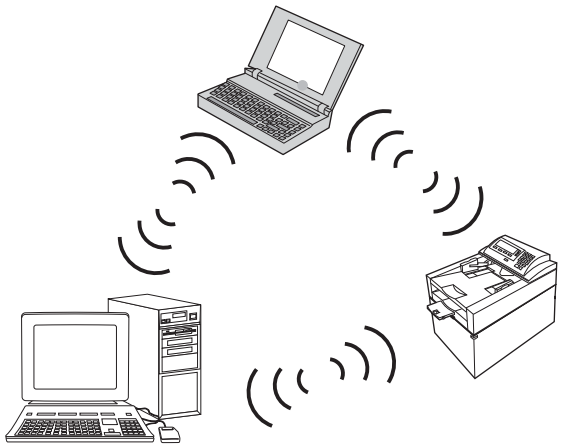
## Advanced wireless setup

### Wireless communication modes

You can use one of two wireless communication modes: infrastructure or ad-hoc.

| | |
|---|---|
| Infrastructure wireless network (recommended) | The product communicates with other devices on the network through a wireless router.<br>  |
| Ad-hoc wireless network | The product communicates directly with other wireless devices without using a wireless router.<br>  <br>All devices on the ad hoc network must have the following:<br>• 802.11b/g compatibility<br>• The same SSID<br>• The same subnet and channel<br>• The same 802.11b/g security settings |

### Wireless security

To make your wireless network easy to distinguish from other wireless networks, use a unique network name (SSID) for your wireless router. Your wireless router might have a default network name, which is typically the manufacturer's name. For information on how to change the network name, see the documentation that came with the wireless router.



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To prevent other users from accessing your network, turn on WPA or WEP data encryption.

- Wired Equivalent Privacy (WEP): WEP is the original native security mechanism in the 802.11 standard. You create a unique key containing hexadecimal or alphanumeric characters, which other users must provide before they can access your network.
- Wi-Fi Protected Access (WPA): WPA uses the temporal key integrity protocol (TKIP) for encryption and employs 802.1X authentication. It addresses all known weaknesses of WEP. You create a unique passphrase containing a combination of letters and numbers, which other users must provide before they can access your network.
- WPA2 provides the advanced encryption standard (AES), and is an improvement over WPA.

### Connect the product to an ad-hoc wireless network

You can connect the product wirelessly to a computer through a peer-to-peer (ad-hoc) installation.

1. Make sure the product is not connected to the network with an Ethernet cable.
2. Turn on the product, and then turn on the wireless functionality.
3. Make sure the product is using the factory default network settings.
4. Turn on the product the wireless functionality again.
5. Print a Network Summary page and find the wireless network name (SSID). Open the Reports menu, and then select the Network Summary option.
6. Refresh the list of wireless networks on your computer, and then click the product wireless network name (SSID) and connect to it.
7. After several minutes, print a configuration page, and then find the product IP address.
8. At the computer, insert the product CD, and follow the on-screen instructions to install the software. When prompted, select the **Connect through a wireless network** option.

## Configure IP network settings

### View or change network settings

Use the embedded Web server to view or change IP configuration settings.

1. Print a configuration page, and locate the IP address.
   - If you are using IPv4, the IP address contains only digits. It has this format:

     `xxx.xxx.xxx.xxx`

   - If you are using IPv6, the IP address is a hexadecimal combination of characters and digits. It has a format similar to this:

     `xxxx::xxxx:xxxx:xxxx:xxxx`
2. To open the HP Embedded Web Server, type the IP address (IPv4) into the address line of a Web browser. For IPv6, use the protocol established by the Web browser for entering IPv6 addresses.
3. Click the **Networking** tab to obtain network information. You can change settings as needed.



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## Set or change the product password

Use the HP Embedded Web Server to set a password or change an existing password for a product on a network.

1. Type the product IP address into the address line of a Web browser. Click the **Networking** tab, and click the **Security** link.

   **NOTE:** If a password has previously been set, you are prompted to type the password. Type the password, and then click the **Apply** button.

2. Type the new password in the **New Password** box and in the **Verify password** box.

3. At the bottom of the window, click the **Apply** button to save the password.

## Manually configure IPv4 TCP/IP parameters from the control panel

Use the control-panel menus to manually set an IPv4 address, subnet mask, and default gateway.

1. Touch the Setup button.

2. Scroll to and touch the Network Setup menu.

3. Touch the TCP/IP Config menu, and then touch the Manual button.

4. Use the numeric keypad to enter the IP address, and touch the OK button. Touch the Yes button to confirm.

5. Use the numeric keypad to enter the subnet mask, and touch the OK button. Touch the Yes button to confirm.

6. Use the numeric keypad to enter the default gateway, and touch the OK button. Touch the Yes button to confirm.



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## Link speed and duplex settings

**NOTE:** This information applies only to Ethernet networks. It does not apply to wireless networks.

The link speed and communication mode of the print server must match the network hub. For most situations, leave the product in automatic mode. Incorrect changes to the link speed and duplex settings might prevent the product from communicating with other network devices. If you need to make changes, use the product control panel.

**NOTE:** The setting must match with the network product to which you are connecting (a network hub, switch, gateway, router, or computer).

**NOTE:** Making changes to these settings causes the product to turn off and then on. Make changes only when the product is idle.

1. Touch the Setup button.
2. Scroll to and touch the Network Setup menu.
3. Touch the Link Speed menu.
4. Select one of the following options.

| Setting | Description |
|---|---|
| Automatic | The print server automatically configures itself for the highest link speed and communication mode allowed on the network. |
| 10T Half | 10 megabytes per second (Mbps), half-duplex operation |
| 10T Full | 10 Mbps, full-duplex operation |
| 100TX Half | 100 Mbps, half-duplex operation |
| 100TX Full | 100 Mbps, full-duplex operation |

5. Touch the OK button. The product turns off and then on.



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# 6 Paper and print media


- Understand paper use
- Change the printer driver to match the paper type and size
- Supported paper sizes
- Supported paper types and tray capacity
- Load the input tray
- Load the document feeder
- Configure the tray




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# Understand paper use

This product supports a variety of paper and other print media in accordance with the guidelines in this user guide. Paper or print media that does not meet these guidelines might cause poor print quality, increased jams, and premature wear on the product.

For best results, use only HP-brand paper and print media designed for laser printers or multiuse. Do not use paper or print media made for inkjet printers. Hewlett-Packard Company cannot recommend the use of other brands of media because HP cannot control their quality.

It is possible for paper to meet all of the guidelines in this user guide and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and/or humidity levels, or other variables over which Hewlett-Packard has no control.

△ **CAUTION:** Using paper or print media that does not meet Hewlett-Packard's specifications might cause problems for the product, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

## Special paper guidelines

This product supports printing on special media. Use the following guidelines to obtain satisfactory results. When using special paper or print media, be sure to set the type and size in the printer driver to obtain the best results.

△ **CAUTION:** HP LaserJet products use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper could damage the product.

| Media type | Do | Do not |
|---|---|---|
| Envelopes | • Store envelopes flat.<br>• Use envelopes where the seam extends all the way to the corner of the envelope.<br>• Use peel-off adhesive strips that are approved for use in laser printers. | • Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged.<br>• Do not use envelopes that have clasps, snaps, windows, or coated linings.<br>• Do not use self-stick adhesives or other synthetic materials. |
| Labels | • Use only labels that have no exposed backing between them.<br>• Use labels that lie flat.<br>• Use only full sheets of labels. | • Do not use labels that have wrinkles or bubbles, or are damaged.<br>• Do not print partial sheets of labels. |
| Transparencies | • Use only transparencies that are approved for use in color laser printers.<br>• Place transparencies on a flat surface after removing them from the product. | • Do not use transparent print media not approved for laser printers. |
| Letterhead or preprinted forms | • Use only letterhead or forms approved for use in laser printers. | • Do not use raised or metallic letterhead. |



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| Media type | Do | Do not |
| --- | --- | --- |
| Heavy paper | • Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product. | • Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product. |
| Glossy or coated paper | • Use only glossy or coated paper that is approved for use in laser printers. | • Do not use glossy or coated paper designed for use in inkjet products. |



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# Change the printer driver to match the paper type and size

**NOTE:** If you change the page settings in the software program, those settings override any settings in the printer driver.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Paper size** drop-down list.
5. Select a paper type from the **Paper type** drop-down list.
6. Click the **OK** button.

# Supported paper sizes

**NOTE:** To obtain best print results, select the appropriate paper size and type in the print driver before printing.

**Table 6-1 Supported paper sizes**

| Size | Dimensions |
|---|---|
| Letter | 216 x 279 mm (8.5 x 11 inches) |
| Legal | 216 x 356 mm (8.5 x 14 inches) |
| A4 | 210 x 297 mm (8.27 x 11.69 inches) |
| Executive | 184 x 267 mm (7.24 x 10.51 inches) |
| A5 | 148 x 210 mm (5.83 x 8.27 inches) |
| A6 | 105 x 148 mm (4.13 x 5.83 inches) |
| B5 (JIS) | 182 x 257 mm (7.17 x 10.12 inches) |
| 16k | 197 x 273 mm (7.75 x 10.75 inches) |
| 16k | 195 x 270 mm (7.7 x 10.6 inches) |
| 16k | 184 x 260 mm (7.25 x 10.25 inches) |
| 8.5 x 13 | 216 x 330 mm (8.5 x 13 inches) |
| 4 x 6[1] | 107 x 152 mm (4 x 6 inches) |
| 5 x 8[1] | 127 x 203 mm (5 x 8 inches) |
| 10 x 15 cm[1] | 100 x 150 mm (3.9 x 5.9 inches) |
| Custom | Minimum—76 x127 mm (3 x 5 inches); Maximum—216 x 356 mm (8.5 x 14 inches) |

[1] These sizes are supported as custom sizes.



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**Table 6-2 Supported envelopes and postcards**

| Size | Dimensions |
|---|---|
| Envelope #10 | 105 x 241 mm (4.13 x 9.49 inches) |
| Envelope DL | 110 x 220 mm (4.33 x 8.66 inches) |
| Envelope C5 | 162 x 229 mm (6.93 x 9.84 inches) |
| Envelope B5 | 176 x 250 mm (6.7 x 9.8 inches) |
| Envelope Monarch | 98 x 191 mm (3.9 x 7.5 inches) |
| Japanese Postcard<br>Postcard (JIS) | 100 x 148 mm (3.94 x 5.83 inches) |
| Double Japan Postcard Rotated<br>Double Postcard (JIS) | 148 x 200 mm (5.83 x 7.87 inches) |

# Supported paper types and tray capacity

| Paper type | Weight | Capacity[1] | Paper orientation |
|---|---|---|---|
| Every day:<br>• Plain<br>• Light<br>• Bond<br>• Recycled | < 96 g/m$^2$ (26 lb bond) | Up to 150 sheets | Side to be printed on face-up, with the top edge at the back of the tray |
| Presentation:<br>• Matte paper, mid-weight<br>• Glossy paper, mid-weight | 96-130 g/m$^2$ (26-35 lb bond) | Up to 15 mm (0.6 inches) stack height | Side to be printed on face-up, with the top edge at the back of the tray |
| Brochure:<br>• Matte paper<br>• Glossy paper<br>• Tri-fold paper | 131-175 g/m$^2$ (26-47 lb bond) | Up to 15 mm (0.6 inches) stack height | Side to be printed on face-up, with the top edge at the back of the tray |
| Photo/cover<br>• Matte cover paper<br>• Glossy cover paper<br>• Matte photo paper<br>• Glossy photo paper<br>• Glossy Cards | 176-220 g/m$^2$ (47-59 lb bond) | Up to 15 mm (0.6 inches) stack height | Side to be printed on face-up, with the top edge at the back of the tray |



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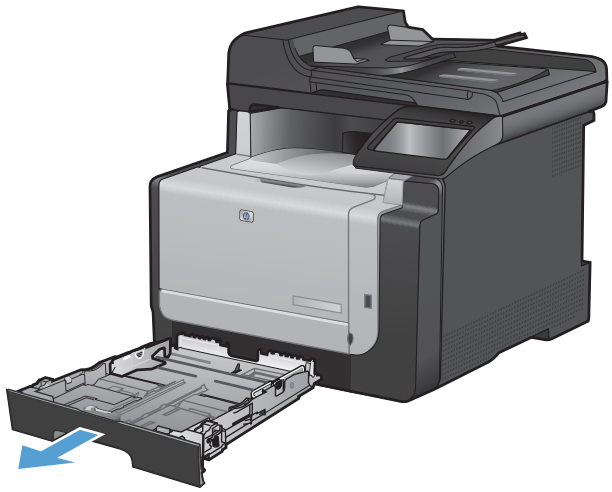
| Paper type | Weight | Capacity[1] | Paper orientation |
|---|---|---|---|
| Other:<br>• Color laser transparency<br>• Labels<br>• Letterhead<br>• Envelope<br>• Heavy envelope<br>• Preprinted<br>• Prepunched<br>• Colored<br>• Rough<br>• Tough | | Up to 50 sheets, or 10 envelopes | Side to be printed on face-up, with the top edge at the back of the tray or the stamp-end at the back of the tray |

[1] Capacity can vary depending on paper weight and thickness, and environmental conditions.

# Load the input tray

**NOTE:** When you add new paper, make sure that you remove all of the paper from the input tray and straighten the stack of new paper. Do not fan the paper. This reduces jams by preventing multiple sheets of paper from feeding through the product at one time.

1. Open Tray 1.





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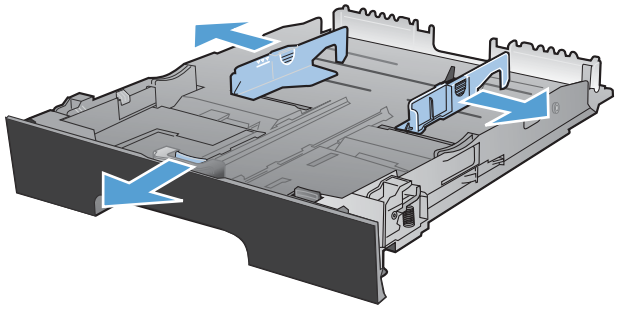
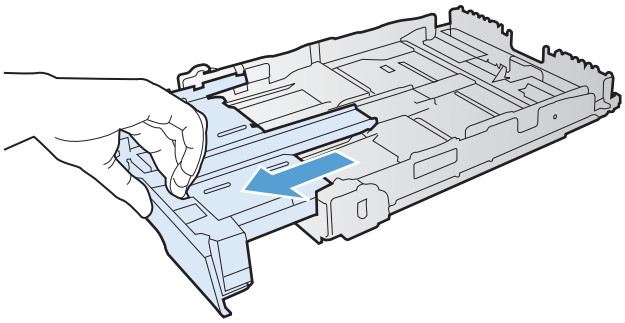
2. Slide open the paper guides.

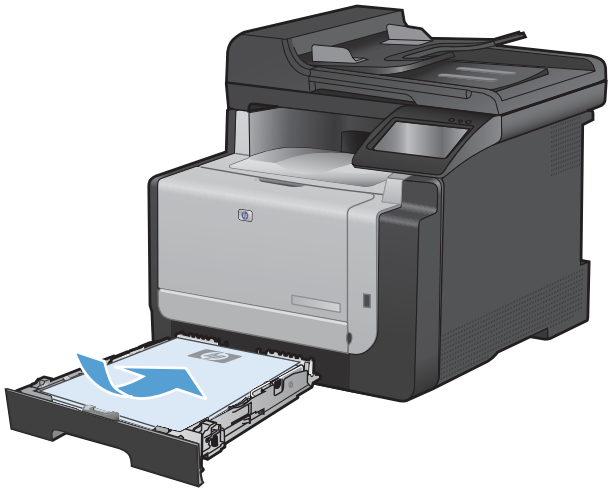


3. If you are loading Legal size paper, squeeze the blue lever and slide open the front paper guide all the way.

   **NOTE:** When it is loaded with Legal-size paper, the tray extends from the front of the product approximately 51 mm (2 in).



4. Load the paper face-up, with the top edge at the back of the tray.





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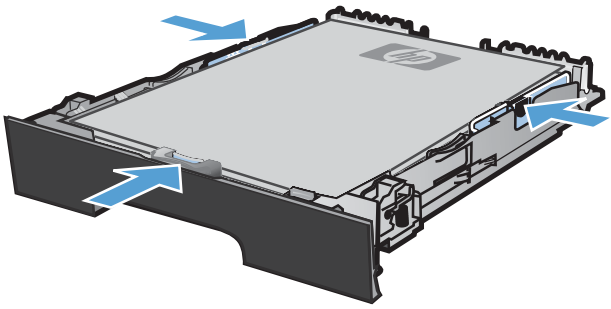
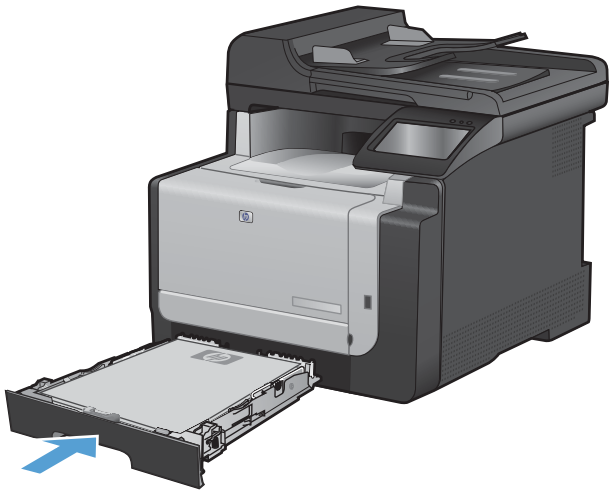
5. Adjust the guides until they are snug against the paper.



6. Close Tray 1.





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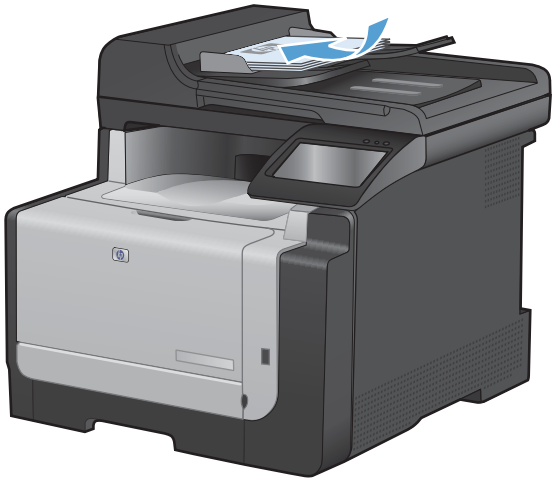
# Load the document feeder

The document feeder holds up to 35 sheets of 60-90 g/m$^2$ (16 to 20 lb bond) paper.

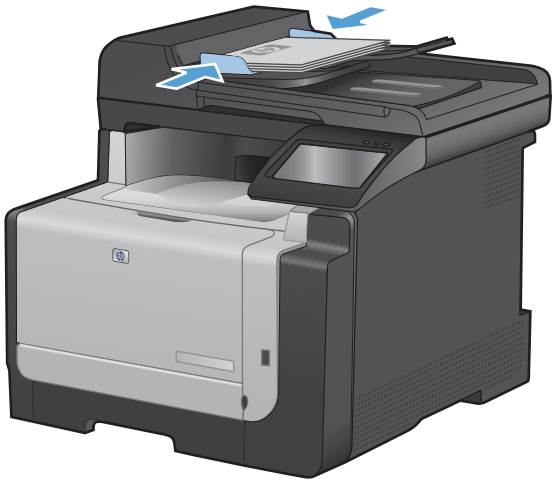
**NOTE:** When you add new paper, make sure that you remove all of the paper from the input tray and straighten the stack of new paper. Do not fan the paper. This reduces jams by preventing multiple sheets of paper from feeding through the product at one time.

**CAUTION:** To prevent damage to the product, do not load an original document that contains correction tape, correction fluid, paper clips, or staples. Also, do not load photographs, small originals, or fragile originals into the document feeder.

1. Insert the originals into the document feeder face-up.



2. Adjust the guides until they are snug against the paper.





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# Configure the tray

Configuring the tray on this product changes the heat and speed settings to obtain the best print quality for the type of paper that you are using. If you are using special paper for all or most print jobs on the product, change this default setting on the product.

The following table lists possible ways you can use the tray settings to meet your printing needs.

| Paper use | Configure the product | Print |
|---|---|---|
| Occasionally use special paper, such as heavy paper or letterhead, from a tray that usually contains plain paper. | • Load special paper in Tray 1. | From the software program print dialog, choose the paper type that matches the special paper loaded in the tray before sending the print job. |
| Frequently use special paper, such as heavy paper or letterhead, from one tray. | • Load special paper in Tray 1, and configure the tray for the paper type. | From the software program print dialog, choose the paper type that matches the special paper loaded in the tray before sending the print job. |

## Configure the tray

1. Make sure the product is turned on.
2. Perform one of the following tasks:
   - **Control panel**: Open the System Setup menu, and open the Paper Setup menu. Select the tray that you want to configure.
   - **Embedded Web server**: Click the **Settings** tab, and then click **Paper Handling** in the left panel.
3. Change the desired tray setting, and then touch the OK button or click the **Apply** button.



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# 7 Print tasks


- Cancel a print job
- Basic print tasks with Windows
- Additional print tasks with Windows
- Walk-up USB printing




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# Cancel a print job

1. If the print job is currently printing, cancel it by pressing the Cancel ✕ button on the product control panel.

**NOTE:** Pressing the Cancel ✕ button clears the job that the product is currently processing. If more than one process is running, pressing the Cancel ✕ button clears the process that currently appears on the product control panel.

2. You can also cancel a print job from a software program or a print queue.

   - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
   - **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.
     - **Windows XP, Server 2003, or Server 2008:** Click **Start**, click **Settings**, and then click **Printers and Faxes**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
     - **Windows Vista:** Click **Start**, click **Control Panel**, and then, under **Hardware and Sound**, click **Printer**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
     - **Windows 7:** Click **Start**, and then click **Devices and Printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.



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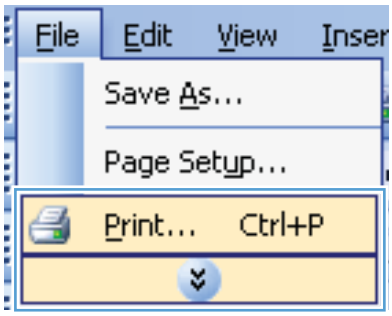
# Basic print tasks with Windows

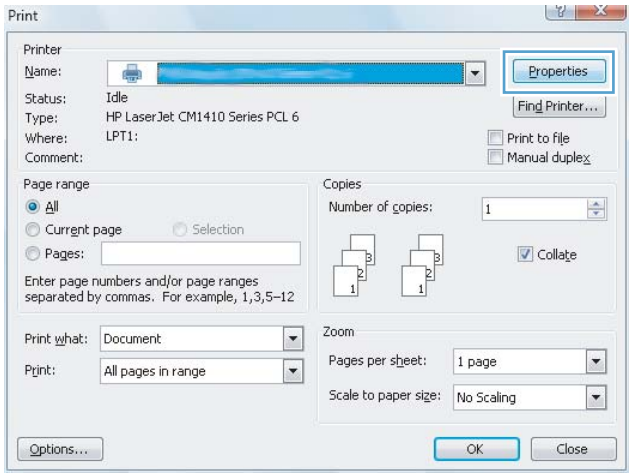
The methods to open the print dialog from software programs can vary. The procedures that follow include a typical method. Some software programs do not have a **File** menu. See the documentation for your software program to learn how to open the print dialog.

## Open the printer driver with Windows

1. On the **File** menu in the software program, click **Print**.

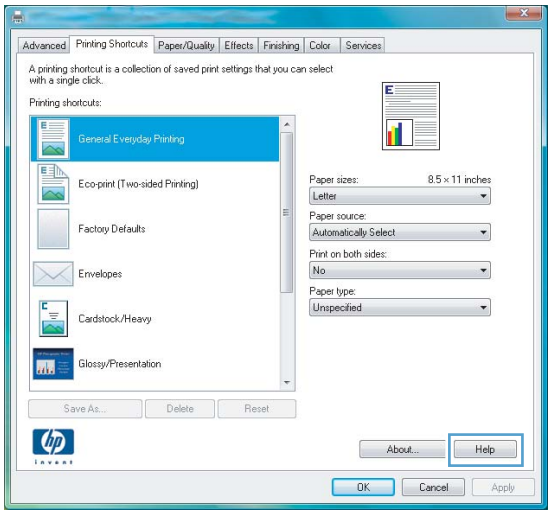



2. Select the product, and then click the **Properties** or **Preferences** button.




## Get help for any printing option with Windows

1. Click the **Help** button to open the online Help.



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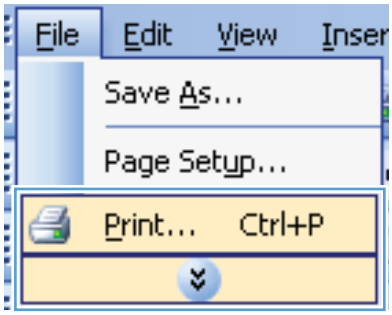
## Change the number of print copies with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then select the number of copies.

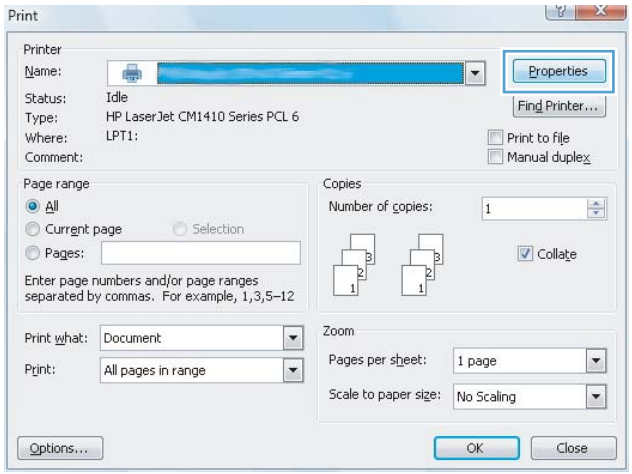
## Save custom print settings for reuse with Windows

### Use a printing shortcut with Windows

1. On the **File** menu in the software program, click **Print**.




2. Select the product, and then click the **Properties** or **Preferences** button.



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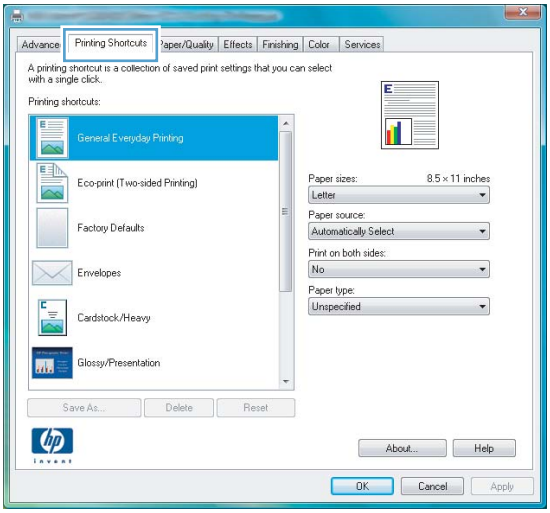
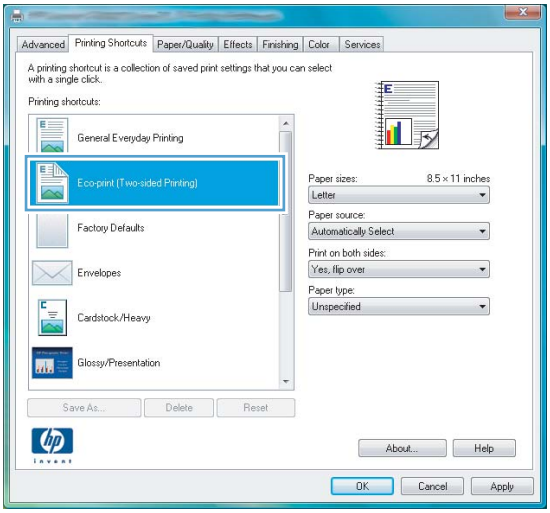
3. Click the **Printing Shortcuts** tab.



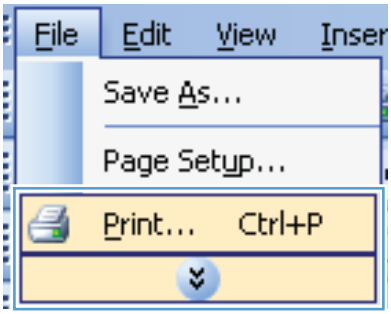

4. Select one of the shortcuts, and then click the **OK** button.

   **NOTE:** When you select a shortcut, the corresponding settings change on the other tabs in the printer driver.




## Create printing shortcuts

1. On the **File** menu in the software program, click **Print**.



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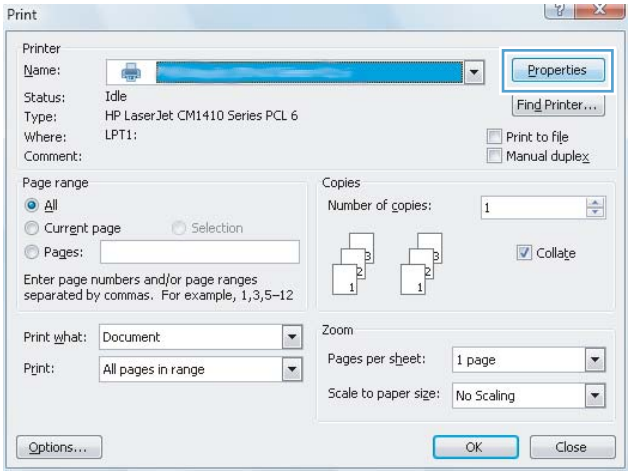
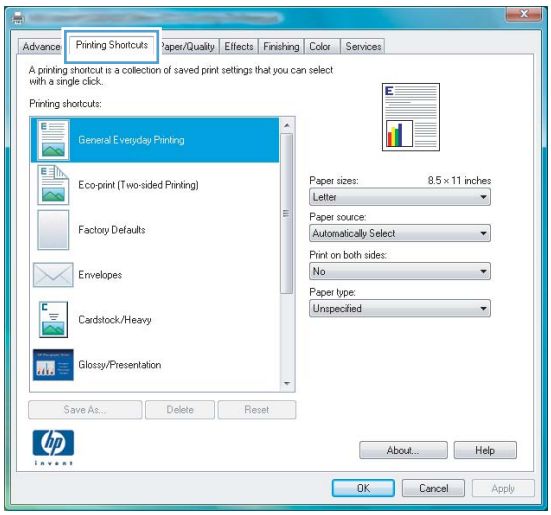
2. Select the product, and then click the **Properties** or **Preferences** button.

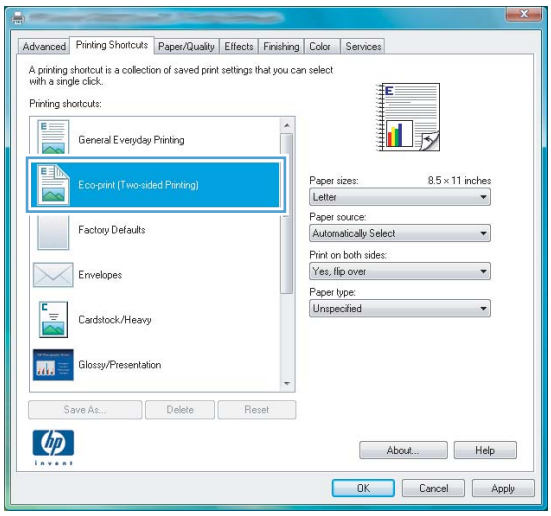



3. Click the **Printing Shortcuts** tab.




4. Select an existing shortcut as a base.

**NOTE:** Always select a shortcut before adjusting any of the settings on the right side of the screen. If you adjust the settings and then select a shortcut, or if you select a different shortcut, all your adjustments are lost.



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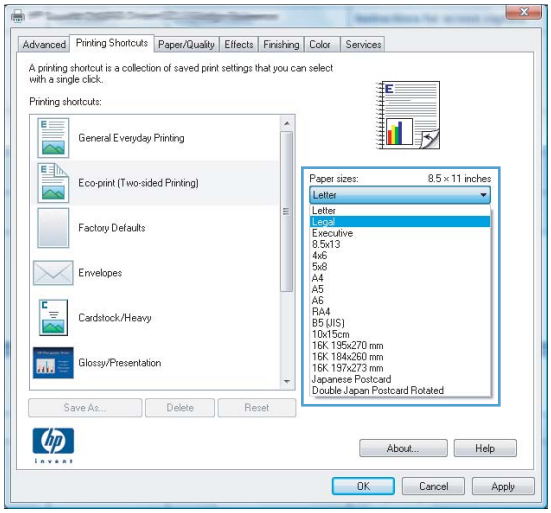
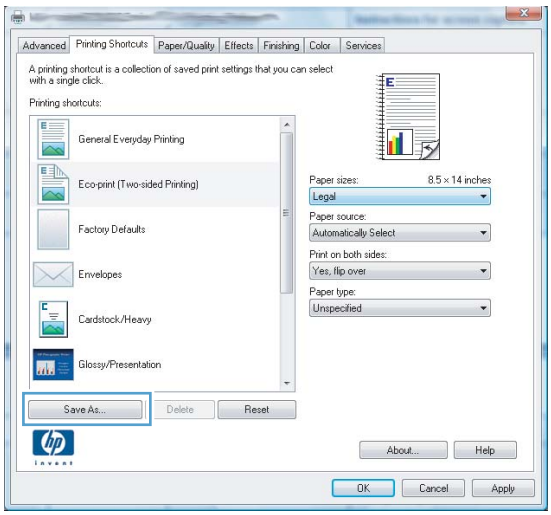
5. Select the print options for the new shortcut.

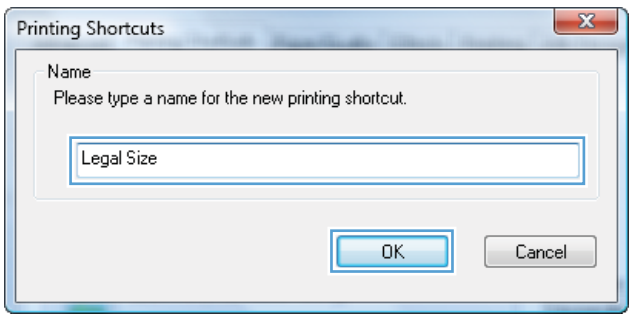
   **NOTE:** You can select the print options on this tab or on any other tab in the printer driver. After selecting options on other tabs, return to the **Printing Shortcuts** tab before continuing with the next step.




6. Click the **Save As** button.




7. Type a name for the shortcut, and click the **OK** button.




# Improve print quality with Windows

## Select the page size with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.



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3. Click the **Paper/Quality** tab.
4. Select a size from the **Paper size** drop-down list.

## Select a custom page size with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **Custom** button.
5. Type a name for the custom size and specify the dimensions.
   - The width is the short edge of the paper.
   - The length is the long edge of the paper.

   **NOTE:** Always load paper into the trays short edge first.
6. Click the **OK** button, and then click the **OK** button on the **Paper/Quality** tab. The custom page size will appear in the list of paper sizes the next time you open the printer driver.

## Select the paper type with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper, and then click the paper type that you are using.

## Select the paper tray with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a tray from the **Paper source** drop-down list.



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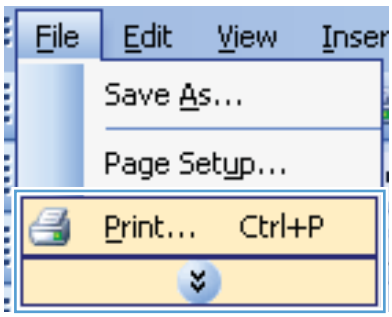
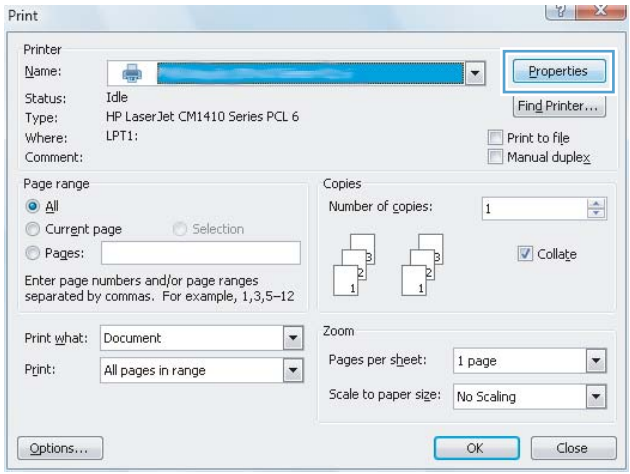
## Print on both sides (duplex) with Windows

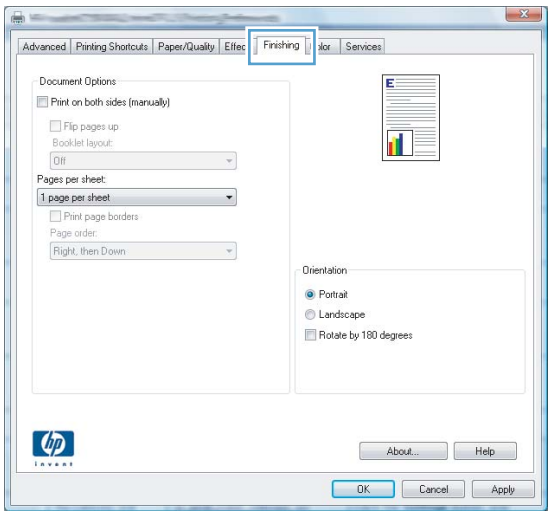
1. On the **File** menu in the software program, click **Print**.




2. Select the product, and then click the **Properties** or **Preferences** button.




3. Click the **Finishing** tab.



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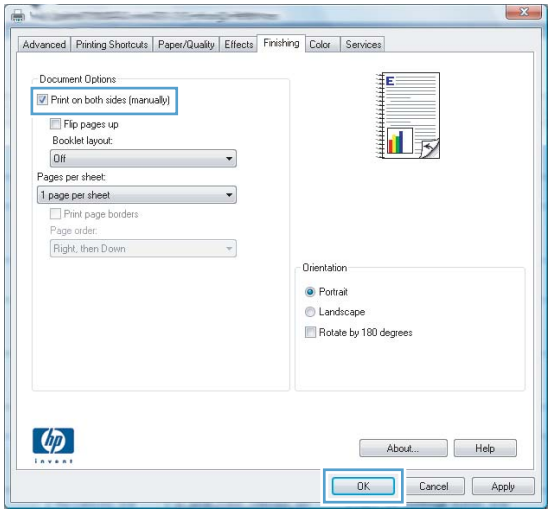
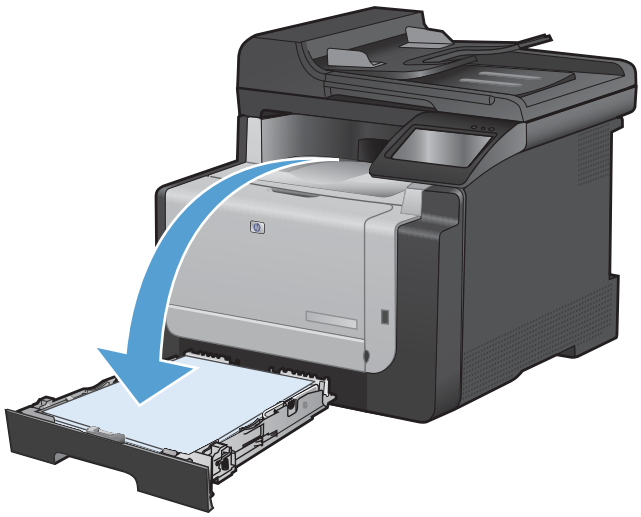
4. Select the **Print on both sides (manually)** check box. Click the **OK** button to print the first side of the job.



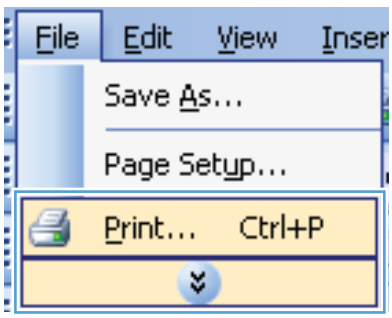

5. Retrieve the printed stack from the output bin, and maintaining the same orientation, place it with the printed-side facing down in Tray 1.



6. On the control panel, touch the OK button to print the second side of the job.

## Print multiple pages per sheet with Windows

1. On the **File** menu in the software program, click **Print**.



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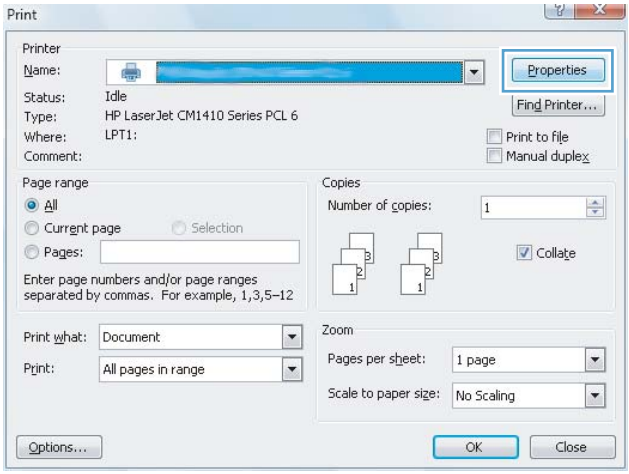
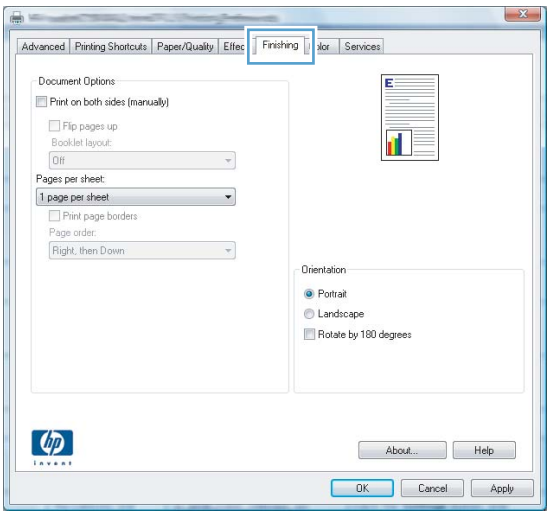
2. Select the product, and then click the **Properties** or **Preferences** button.




3. Click the **Finishing** tab.



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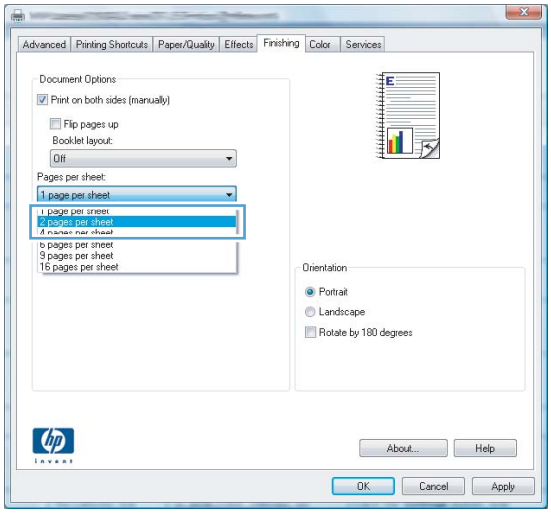
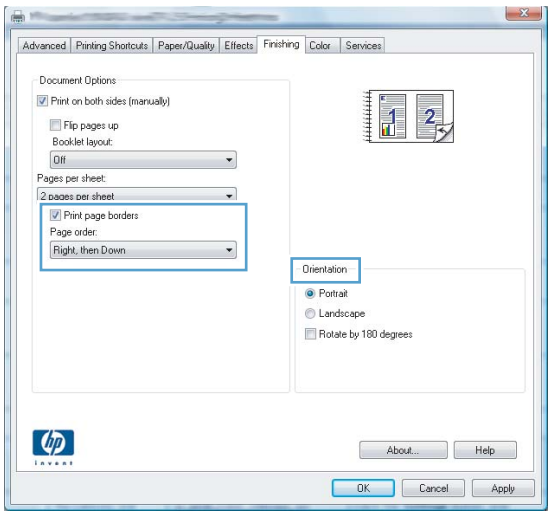
4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.

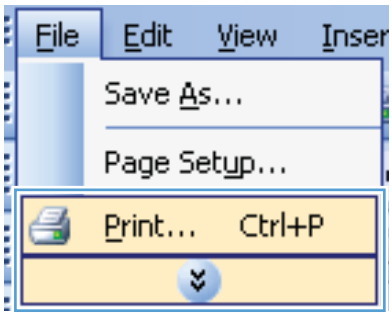



5. Select the correct **Print page borders**, **Page order**, and **Orientation** options.




## Select page orientation with Windows

1. On the **File** menu in the software program, click **Print**.



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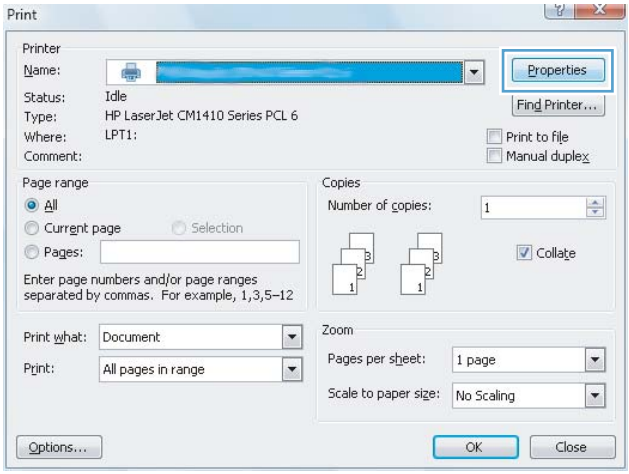
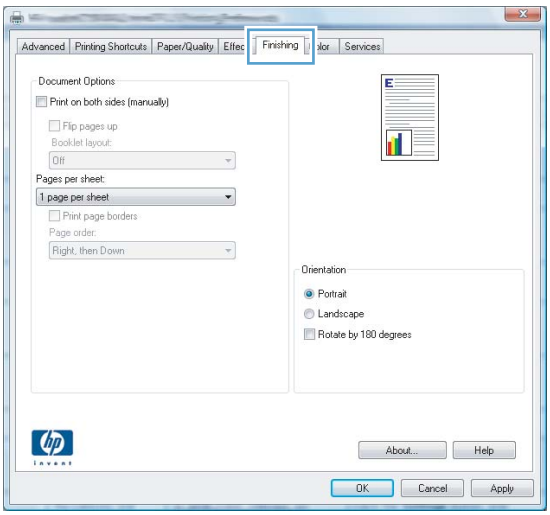
2. Select the product, and then click the **Properties** or **Preferences** button.

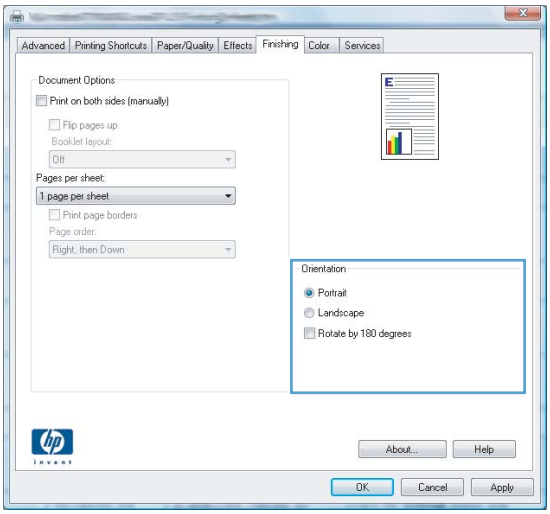



3. Click the **Finishing** tab.




4. In the **Orientation** area, select the **Portrait** or **Landscape** option.

   To print the page image upside down, select the **Rotate by 180 degrees** option.



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## Set color options with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Click the **HP EasyColor** check box to clear it.
5. In the **Color Options** area, click the **Manual** option, and then click the **Settings** button.
6. Adjust the general settings for Edge Control, and settings for text, graphics, and photographs.



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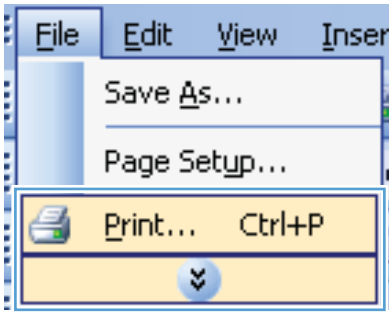
# Additional print tasks with Windows

## Print colored text as black (grayscale) with Windows

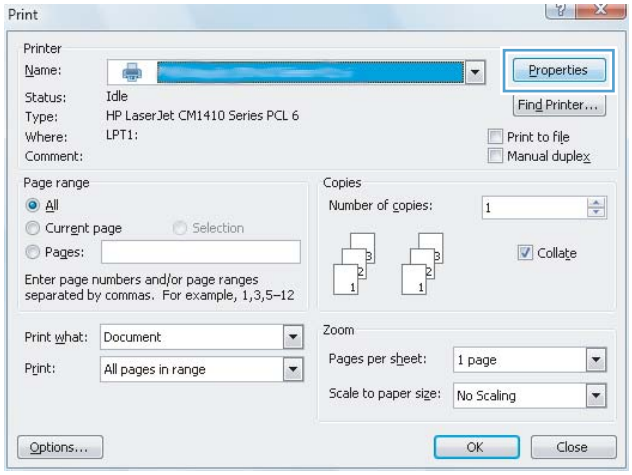
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Advanced** tab.
4. Expand the **Document Options** section.
5. Expand the **Printer Features** section.
6. In the **Print All Text as Black** drop-down list, select the **Enabled** option.

## Print on preprinted letterhead or forms with Windows

1. On the **File** menu in the software program, click **Print**.




2. Select the product, and then click the **Properties** or **Preferences** button.



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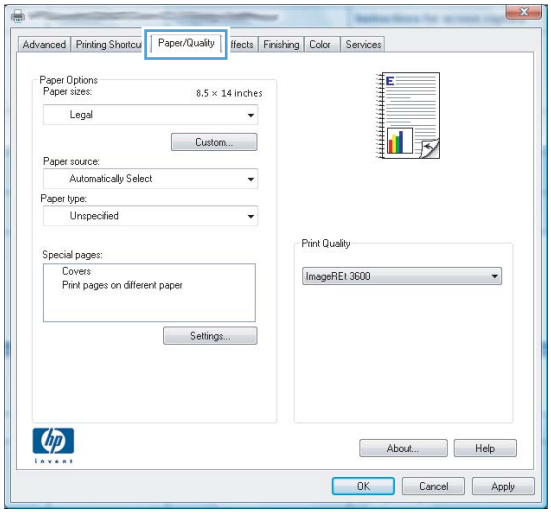
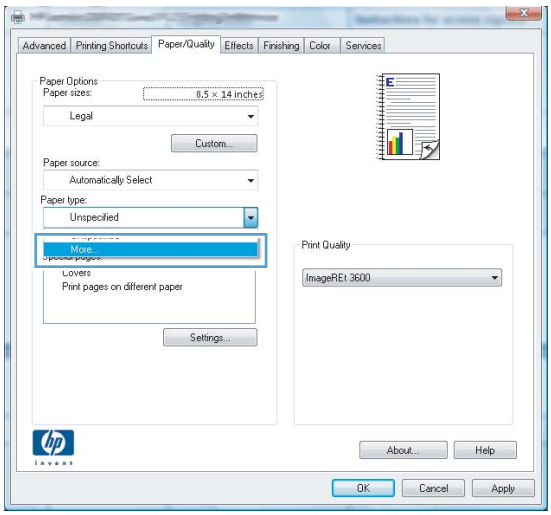
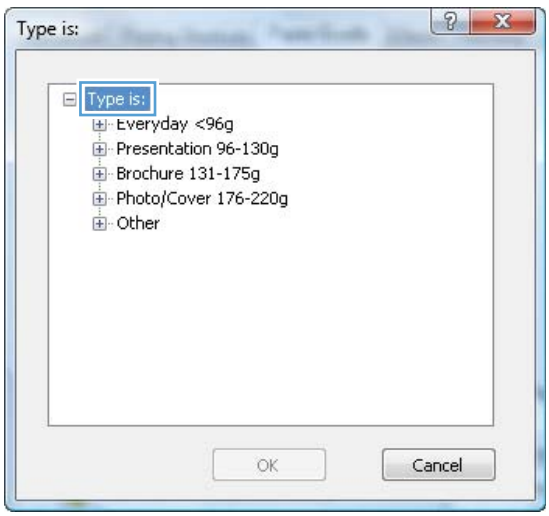
3. Click the **Paper/Quality** tab.




4. From the **Paper type** drop-down list, click the **More...** option.




5. Expand the list of **Type is:** options.



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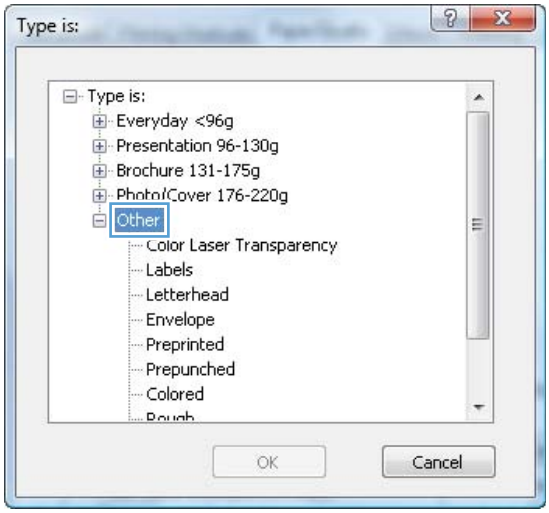
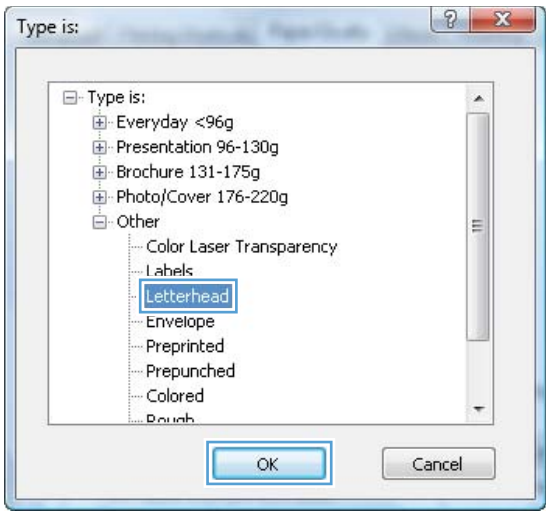
6. Expand the list of **Other** options.

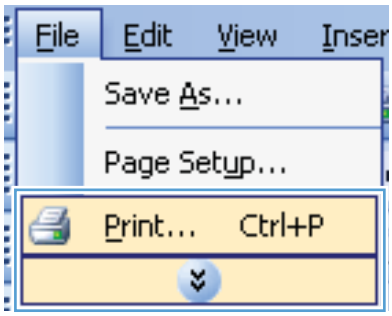



7. Select the option for the type of paper you are using, and click the **OK** button.




## Print on special paper, labels, or transparencies

1. On the **File** menu in the software program, click **Print**.



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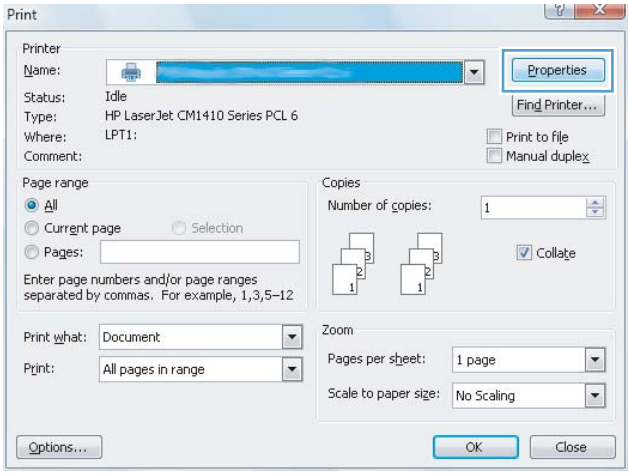
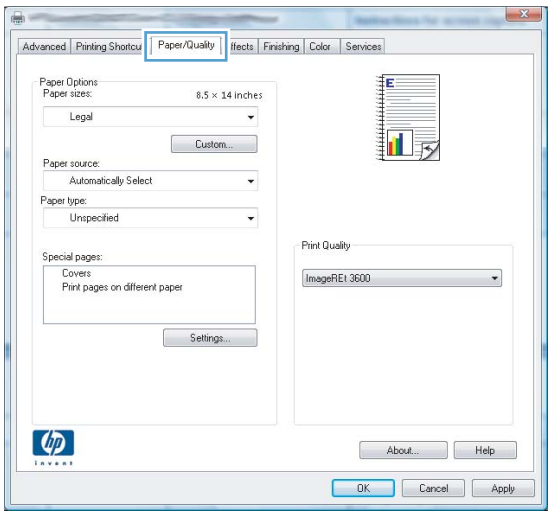
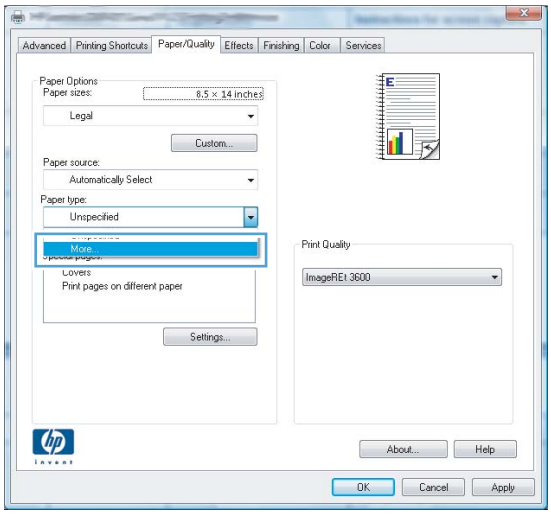
2. Select the product, and then click the **Properties** or **Preferences** button.




3. Click the **Paper/Quality** tab.




4. From the **Paper type** drop-down list, click the **More...** option.



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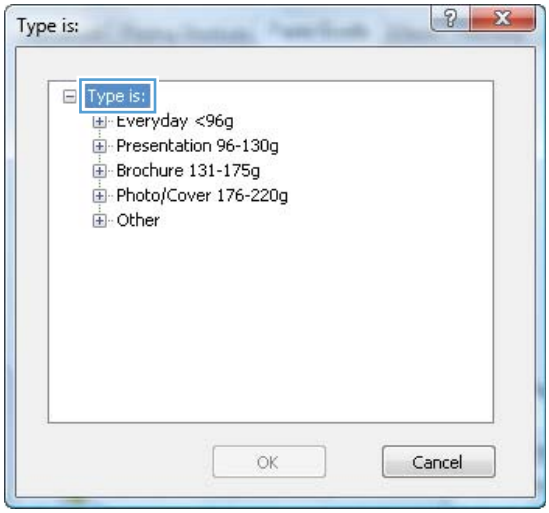
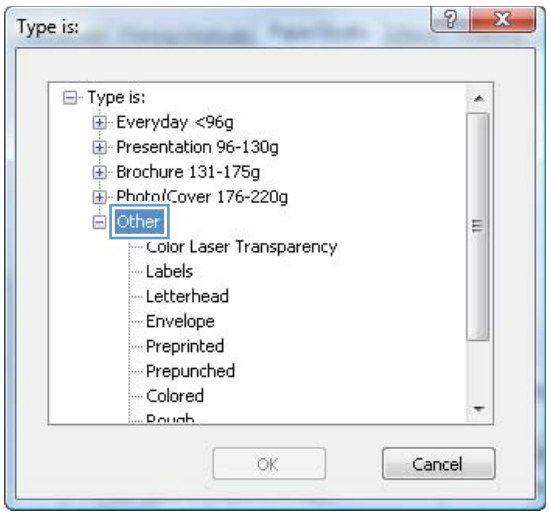
5. Expand the list of **Type is:** options.

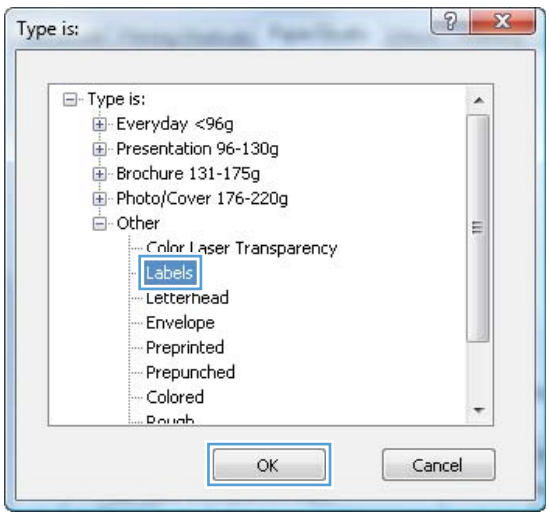



6. Expand the category of paper types that best describes your paper.

   **NOTE:** Labels and transparencies are in the list of **Other** options.




7. Select the option for the type of paper you are using, and click the **OK** button.



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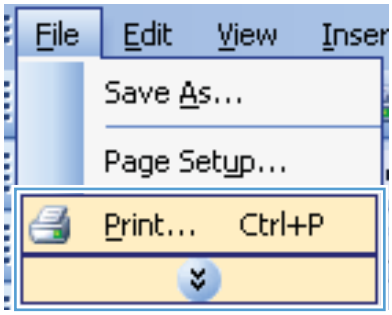
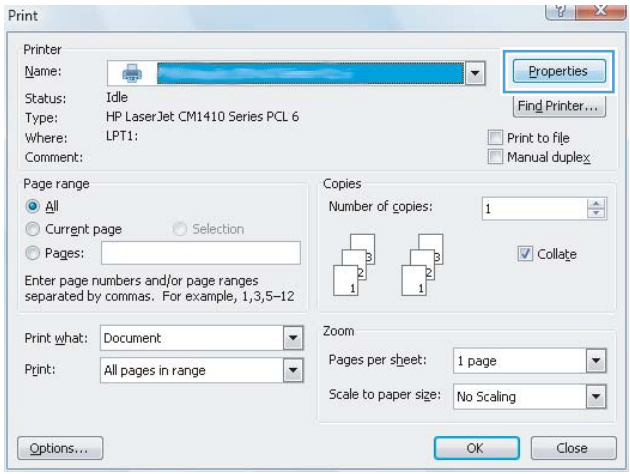
## Print the first or last page on different paper with Windows

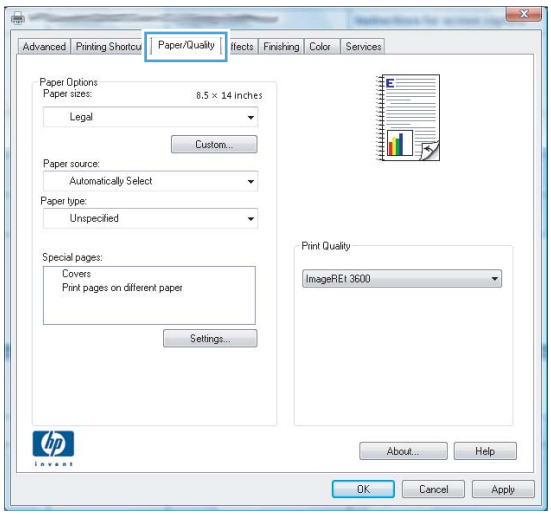
1. On the **File** menu in the software program, click **Print**.




2. Select the product, and then click the **Properties** or **Preferences** button.




3. Click the **Paper/Quality** tab.



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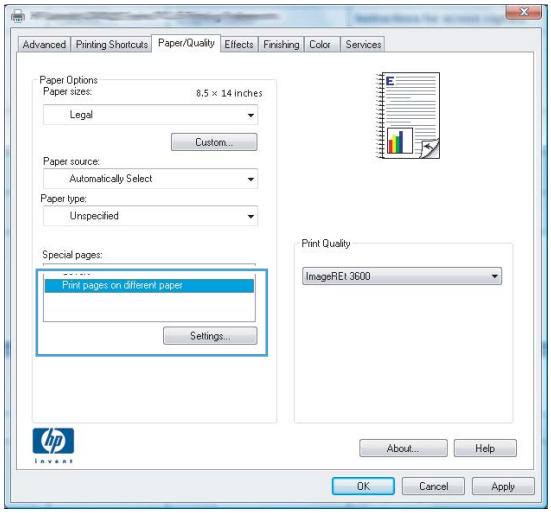
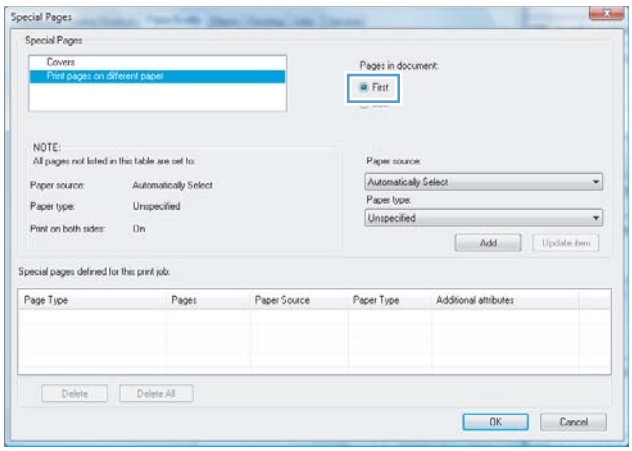
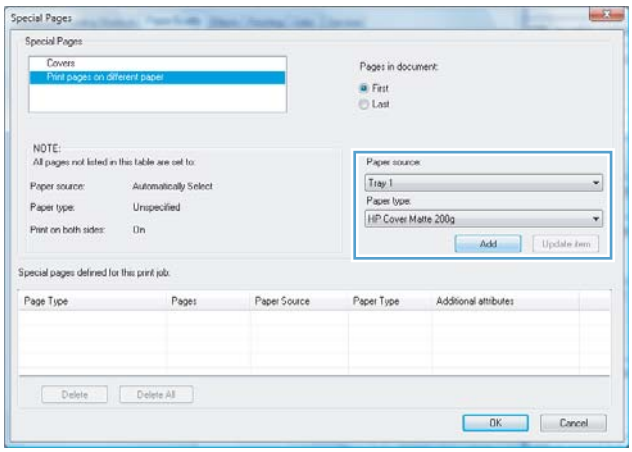
4. In the **Special pages** area, click the **Print pages on different paper** option, and then click the **Settings** button.




5. In the **Pages in document** area, select either the **First** or **Last** option.




6. Select the correct options from the **Paper source** and **Paper type** drop-down lists. Click the **Add** button.



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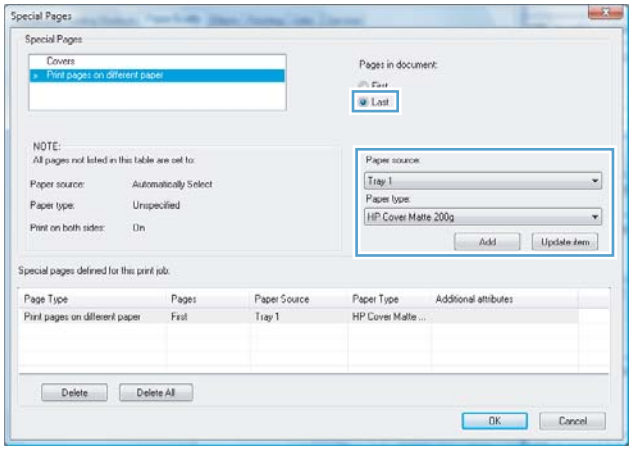
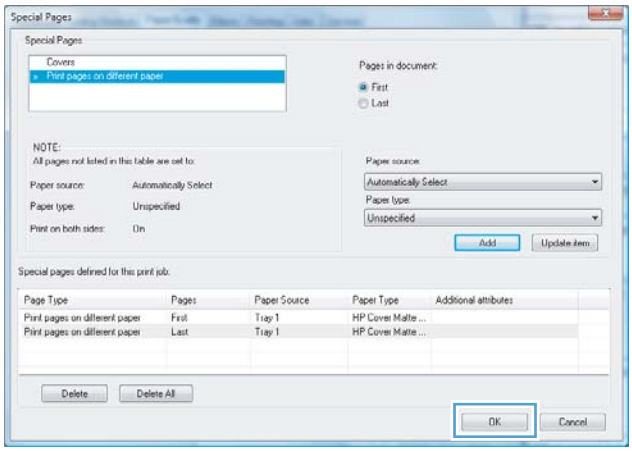
7. If you are printing *both* the first and last pages on different paper, repeat steps 5 and 6, selecting the options for the other page.

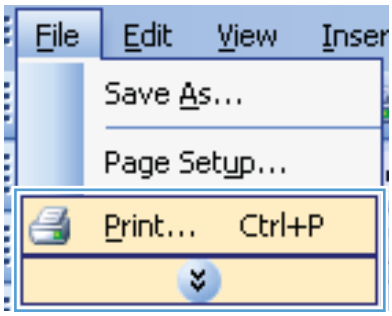



8. Click the **OK** button.




## Scale a document to fit page size

1. On the **File** menu in the software program, click **Print**.



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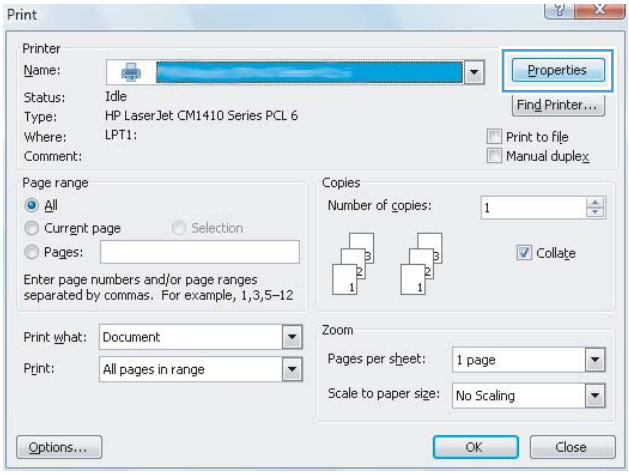
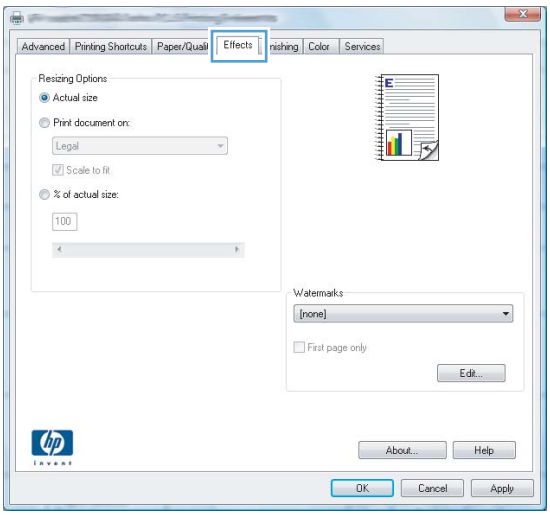
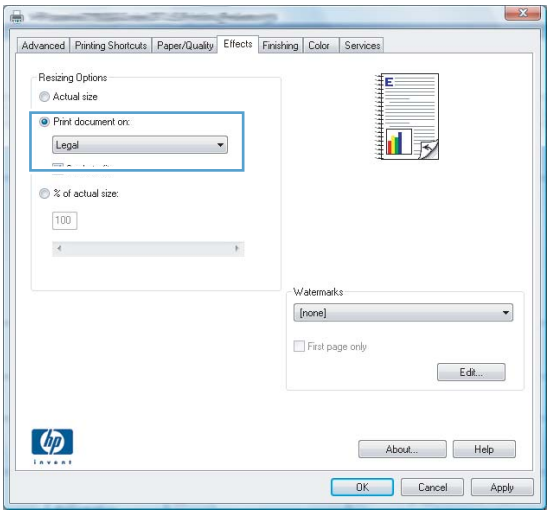
2. Select the product, and then click the **Properties** or **Preferences** button.




3. Click the **Effects** tab.




4. Select the **Print document on** option, and then select a size from the drop-down list.



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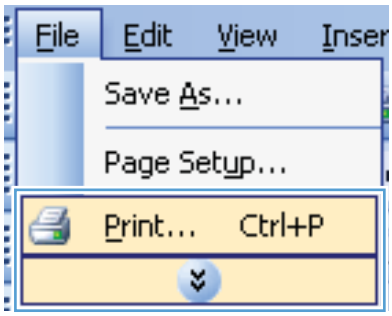
## Add a watermark to a document with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Effects** tab.
4. Select a watermark from the **Watermarks** drop-down list.

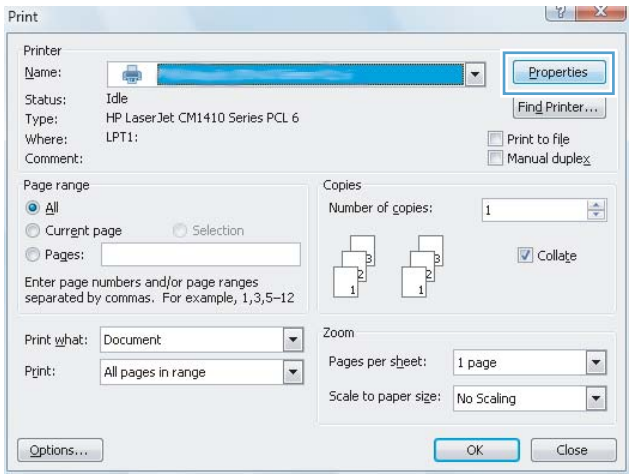
   Or, to add a new watermark to the list, click the **Edit** button. Specify the settings for the watermark, and then click the **OK** button.
5. To print the watermark on the first page only, select the **First page only** check box. Otherwise, the watermark is printed on each page.

## Create a booklet with Windows

1. On the **File** menu in the software program, click **Print**.




2. Select the product, and then click the **Properties** or **Preferences** button.



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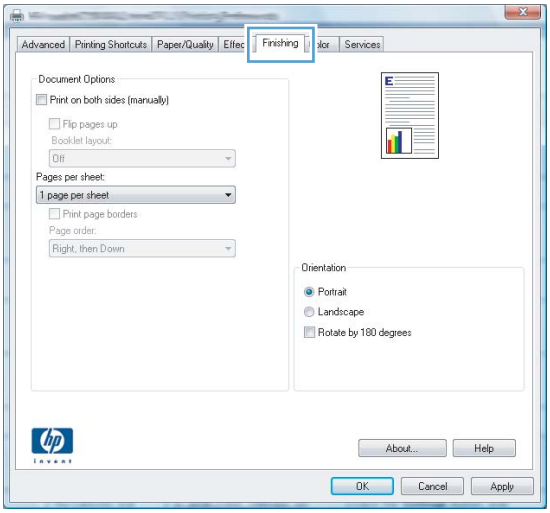
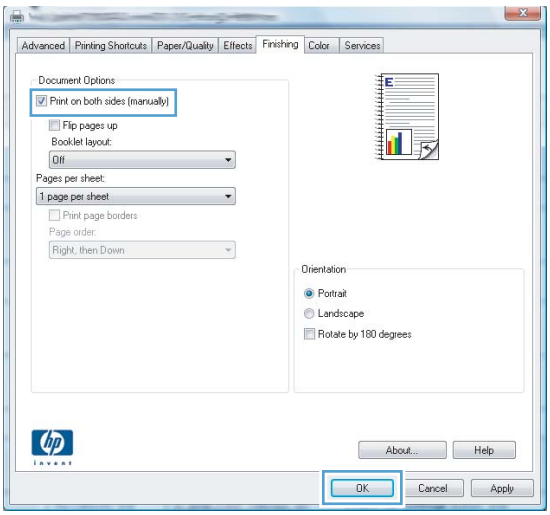
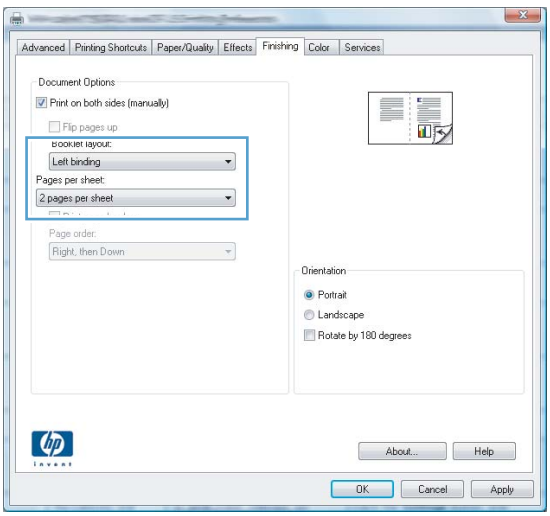
3. Click the **Finishing** tab.




4. Select the **Print on both sides** check box.




5. In the **Booklet layout** drop-down list, click the **Left binding** or **Right binding** option. The **Pages per sheet** option automatically changes to **2 pages per sheet**.



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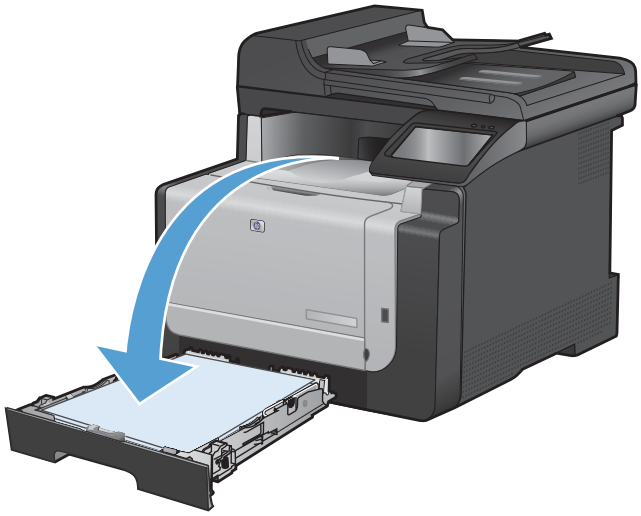
6. Retrieve the printed stack from the output bin, and maintaining the same orientation, place it with the printed-side facing down in Tray 1.



7. On the control panel, touch the OK button to print the second side of the job.



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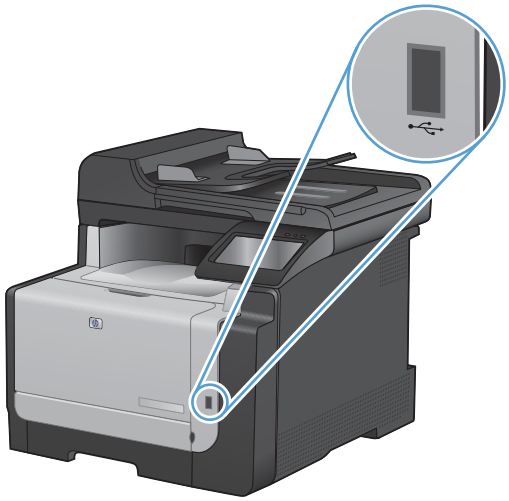
# Walk-up USB printing

This product features printing from a USB flash drive, so you can quickly print files without sending them from a computer. The product accepts standard USB storage accessories in the USB port on the front of the product. You can print the following types of files:

- .PDF
- .JPEG

1. Insert the USB drive into the USB port on the front of the product.



2. The USB Flash Drive menu opens. Touch the arrow buttons to scroll through the options.
   - Print Documents
   - View and Print Photos
   - Scan to USB Drive
3. To print a document, touch the Print Documents screen, and then touch the name of the folder on the USB drive where the document is stored. When the summary screen opens, you can touch it to adjust the settings. Touch the Print button to print the document.
4. To print photos, touch the View and Print Photos screen, and then touch the preview image for each photo that you want to print. Touch the Done button. When the summary screen opens, you can touch it to adjust the settings. Touch the Print button to print the photos.
5. Retrieve the printed job from the output bin, and remove the USB drive.



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# 8 Color

- Adjust color
- Use the HP EasyColor option for Windows
- Match colors



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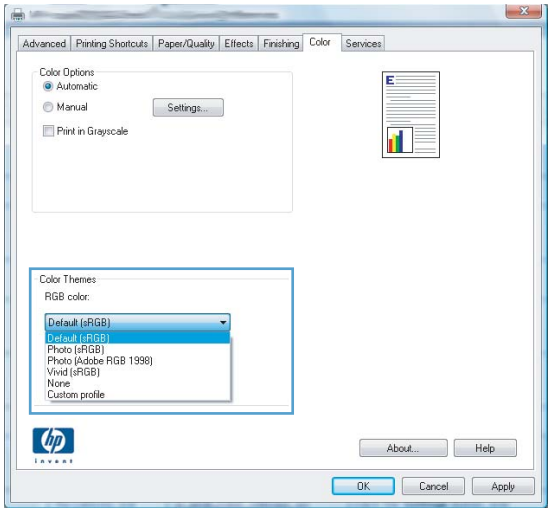
# Adjust color

Manage color by changing the settings on the **Color** tab in the printer driver.

## Change the color theme for a print job

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Select a color theme from the **Color Themes** drop-down list.




- **Default (sRGB)**: This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
- **Vivid**: The product increases the color saturation in the midtones. Use this theme when printing business graphics.
- **Photo**: The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRBG) theme. Use this theme when printing photos.
- **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
- **None**: No color theme is used.

## Change the color options

Change the color options settings for the current print job from the color tab of the printer driver.

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Click the **Automatic** or **Manual** setting.
   - **Automatic** setting: Select this setting for most color print jobs
   - **Manual** setting: Select this setting to adjust the color settings independent from other settings.

   **NOTE:** Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.



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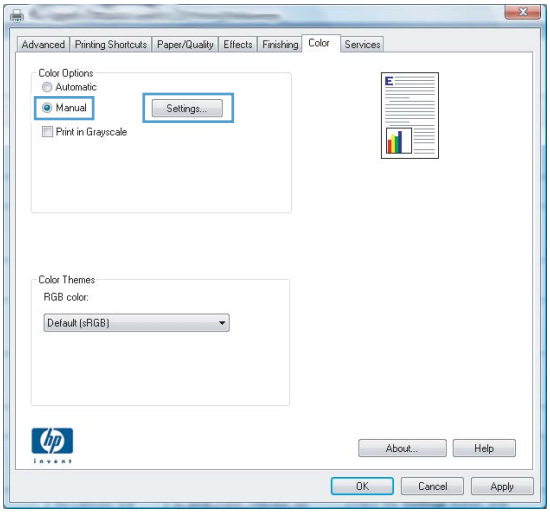


5. Click the **Print in Grayscale** option to print a color document in black and shades of gray. Use this option to print color documents for photocopying or faxing. You can also use this option to print draft copies or to save color toner.

6. Click the **OK** button.

## Manual color options

Use manual color options to adjust the **Neutral Grays**, **Halftone**, and **Edge Control** options for text, graphics, and photographs.

**Table 8-1 Manual color options**

| Setting description | Setting options |
|---|---|
| **Edge Control**<br><br>The **Edge Control** setting determines the rendering of edges. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly. | • **Off** turns off both trapping and adaptive halftoning.<br>• **Light** sets trapping at a minimal level. Adaptive halftoning is on.<br>• **Normal** sets trapping at a medium level. Adaptive halftoning is on.<br>• **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on. |
| **Halftone**<br><br>**Halftone** options affect color output clarity and resolution. | • **Smooth** provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are important.<br>• **Detail** is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and small details are important. |
| **Neutral Grays**<br><br>The **Neutral Grays** setting determines the method for creating gray colors used in text, graphics, and photographs. | • **Black Only** generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors without a color cast. This setting is best for documents and grayscale viewgraphs.<br>• **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black. |



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# Use the HP EasyColor option for Windows

If you are using the HP PCL 6 printer driver for Windows, the **HP EasyColor** technology automatically improves mixed-content documents that are printed from Microsoft Office programs. This technology scans documents and automatically adjusts photographic images in .JPEG or .PNG format. **HP EasyColor** technology enhances the entire image at one time, rather than dividing it into several pieces, which results in improved color consistency, sharper details, and faster printing.

In the following example, the images on the left were created without using the **HP EasyColor** option. The images on the right show the enhancements that result from using the **HP EasyColor** option.

The **HP EasyColor** option is enabled by default in the HP PCL 6 printer driver, so you do not need to make manual color adjustments. To disable the option so you can manually adjust the color settings, open the **Color** tab, and click the **HP EasyColor** check box to clear it.



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# Match colors

For most users, the best method for matching colors is to print sRGB colors.

The process of matching printer output color to your computer screen is complex, because printers and computer monitors use different methods of producing color. Monitors *display* colors by using light pixels that use an RGB (red, green, blue) color process, but printers *print* colors by using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence your ability to match printed colors to those on your monitor:

- Print media
- Printer colorants (inks or toners, for example)
- Printing process (inkjet, press, or laser technology, for example)
- Overhead lighting
- Personal differences in perception of color
- Software programs
- Printer drivers
- Computer operating systems
- Monitors
- Video cards and drivers
- Operating environment (humidity, for example)

Keep these factors in mind when colors on your screen do not perfectly match your printed colors.



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# 9 Copy

- Use copy functions
- Copy settings
- Copy photos
- Copy mixed size originals
- Copy on both sides manually (duplex)



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# Use copy functions

## One-touch copy

1. Load the document onto the scanner glass or into the document feeder.

2. From the Home screen, touch the Copy button.
3. Touch the Black or Color button to start copying.

## Multiple copies

1. Load the document onto the scanner glass or into the document feeder.

2. From the Home screen, touch the Copy button.
3. Touch the arrows to change the number of copies, or touch the existing number and type the number of copies.
4. Touch the Black or Color button to start copying.



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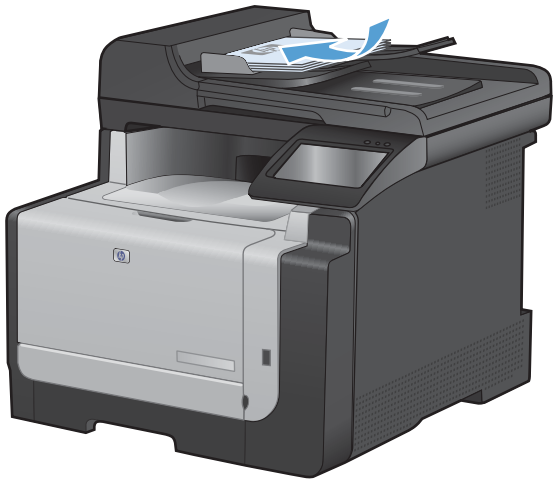
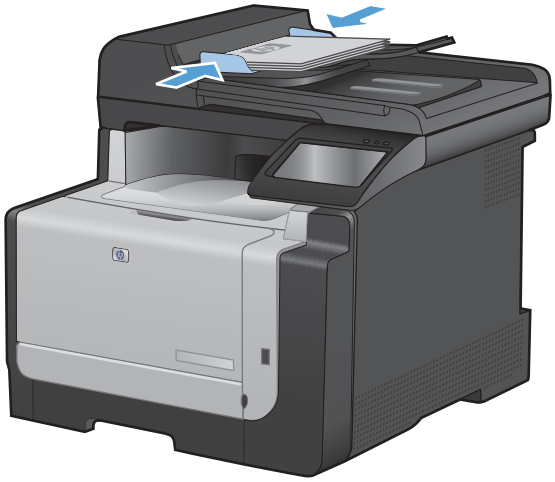
## Copy a multiple-page original

1. Insert the originals into the document feeder face-up.



2. Adjust the guides until they are snug against the paper.



3. From the Home screen, touch the Copy button.
4. Touch the Black or Color button to start copying.



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## Copy identification cards

Use the ID Copy feature to copy both sides of identification cards, or other small-size documents, onto the same side of one sheet of paper. The product prompts you to copy the first side and then to place the second side on a different area of the scanner glass and copy again. The product prints both images at the same time.

1. Load the document onto the scanner glass.

2. From the Home screen, touch the Copy button.
3. Touch the ID Copy button.
4. Touch the Black or Color button to start copying.
5. The product prompts you to place the next page on a different section of the scanner glass.

6. Touch the OK button if you have more pages to copy, or touch the Done button if this is the last page.
7. The product copies all pages onto one side of a sheet of paper.



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## Cancel a copy job

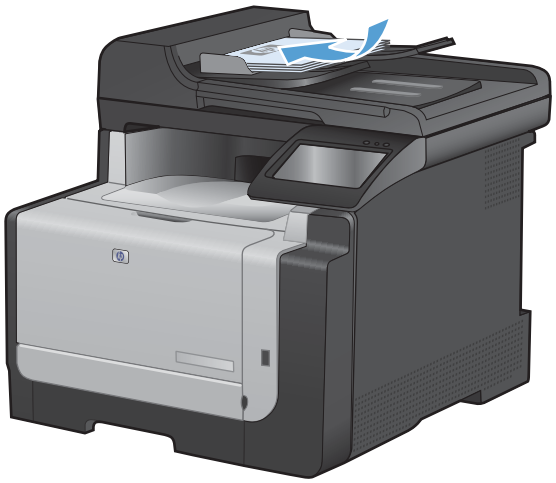
1. Touch the Cancel ✕ button on the product control panel.

   **NOTE:** If more than one process is running, touching the Cancel ✕ button clears the current process and all pending processes.

2. Remove the remaining pages from the document feeder.

## Reduce or enlarge a copy

1. Load the document onto the scanner glass or into the document feeder.



2. From the Home screen, touch the Copy button.
3. Touch the Settings... button, and then touch the Reduce/Enlarge button. Touch the arrow buttons to scroll through the options, and then touch an option to select it.
4. Touch the Black or Color button to start copying.



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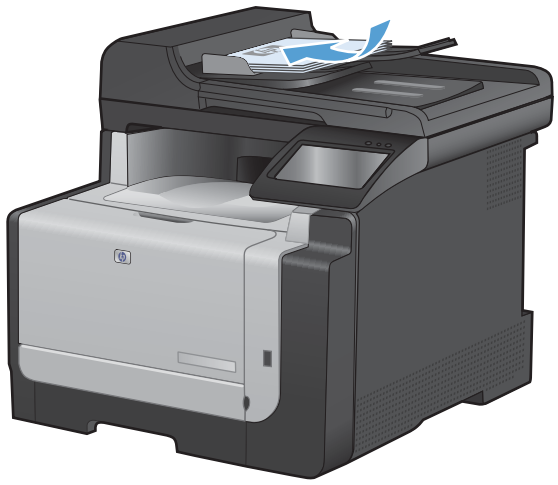
## Collate a copy job

1. Load the document onto the scanner glass or into the document feeder.



2. From the Home screen, touch the Copy button.
3. Touch the Settings... button, and then scroll to and touch the Collation button. Touch the arrow buttons to scroll through the options, and then touch an option to select it.
4. Touch the Black or Color button to start copying.



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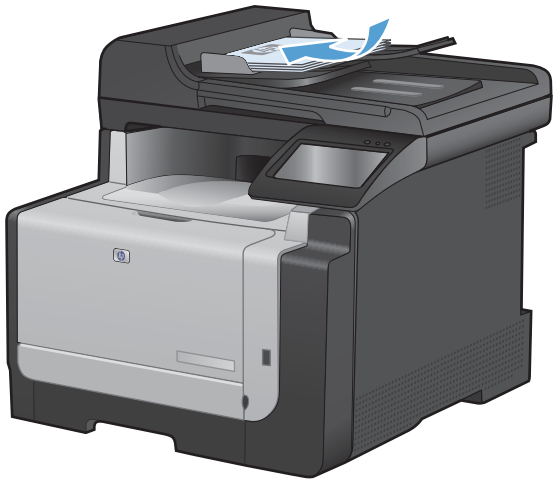
## Make color or black and white copies

1. Load the document onto the scanner glass or into the document feeder.



2. From the Home screen, touch the Copy button.
3. Touch the Black or Color button to start copying.

# Copy settings

## Change copy quality

The following copy-quality settings are available:

- Auto Select: Use this setting when you are not concerned about the quality of the copy. This is the default setting.
- Mixed: Use this setting for documents that contain a mixture of text and graphics.
- Text: Use this setting for documents that contain mostly text.
- Picture: Use this setting for documents that contain mostly graphics.



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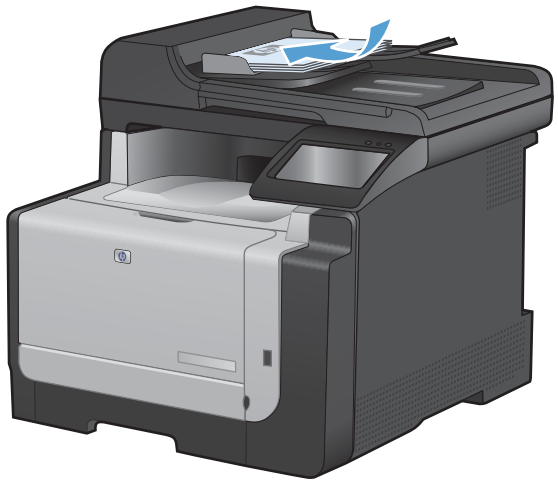
1. Load the document onto the scanner glass or into the document feeder.

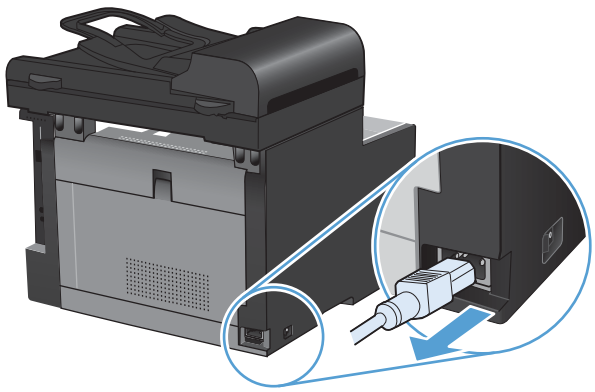


2. From the Home screen, touch the Copy button.
3. Touch the Settings... button, and then scroll to and touch the Optimize button. Touch the arrow buttons to scroll through the options, and then touch an option to select it.
4. Touch the Black or Color button to start copying.

## Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner glass and white plastic backing.

1. Use the power switch to turn off the product, and then unplug the power cord from the electrical socket.



2. Open the scanner lid.



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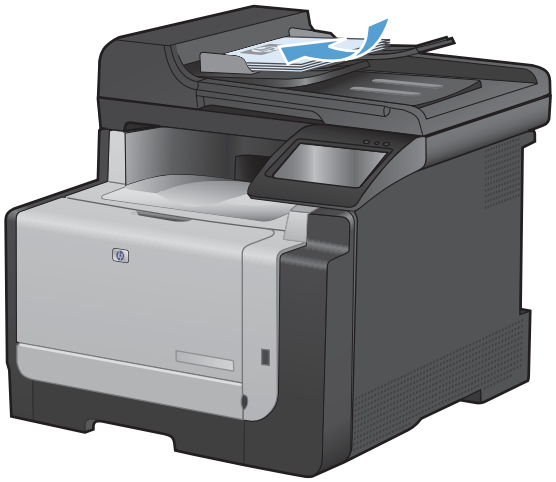
3. Clean the scanner glass and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

   **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

4. Dry the glass and white plastic with a chamois or a cellulose sponge to prevent spotting.
5. Plug in the product, and then use the power switch to turn on the product.

## Adjust the lightness or darkness for copies

1. Load the document onto the scanner glass or into the document feeder.



2. From the Home screen, touch the Copy button.
3. Touch the Settings... button, and then scroll to and touch the Lighter/Darker button. On the summary screen, touch the arrow buttons to adjust the setting.
4. Touch the Black or Color button to start copying.



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## Define custom copy settings

When you change the copy settings at the control panel, the custom settings remain in effect for approximately 2 minutes after the job completes, and then the product returns to the default settings. To immediately return to the defaults, press the Cancel ✕ button from the Home screen.

### Print or copy edge-to-edge

The product cannot print fully edge-to-edge. The maximum printing area is 203.2 x 347 mm (8 x 13.7 in), leaving a 4 mm unprintable border around the page.

#### Considerations for printing or scanning documents with cropped edges:

- When the original is smaller than the output size, move the original 4 mm (1/6 inch) away from the corner indicated by the icon on the scanner. Recopy or scan in this position.
- When the original is the size of the desired output, use the Reduce/Enlarge feature to reduce the image so the copy is not cropped.

## Set the paper size and type for copying on special paper

1. From the Home screen, touch the Copy button.

2. Touch the Settings... button, and then scroll to and touch the Paper button.
3. From the list of paper sizes, touch the name of the paper size that is in Tray 1.
4. From the list of paper types, touch the name of the paper type that is in Tray 1.
5. Touch the Black or Color button to start copying.

## Restore copy default settings

1. From the Home screen, touch the Copy button.

2. Touch the Settings... button, and then scroll to and touch the Restore Defaults button.



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# Copy photos

**NOTE:** Copy photos from the scanner glass, not from the document feeder.

1. Place the photo on the scanner glass, picture-side down at the upper left corner of the glass, and close the scanner lid.

2. From the Home screen, touch the Copy button.
3. Touch the Settings... button, and then touch the Optimize button.
4. Touch the Picture button.
5. Touch the Black or Color button to start copying.



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# Copy mixed size originals

Use the scanner glass to make copies of mixed size originals.

**NOTE:** You can use the document feeder to copy mixed size originals only if the pages share a common dimension. For example, you can combine Letter and Legal size pages because they have the same width. Stack the pages so the top edges are even with each other and so the pages have the same width but varying lengths.

1. In Tray 1, load paper that is large enough for the largest page in the original document.
2. Place one page of the original document face down in the upper left corner of the scanner glass.

3. From the Home screen, touch the Copy button.
4. Touch the Settings... button, and then scroll to and touch the Paper button.
5. From the list of paper sizes, touch the name of the paper size that is loaded in Tray 1.
6. From the list of paper types, touch the name of the paper type that is loaded in Tray 1.
7. Touch the Black or Color button to start copying.
8. Repeat these steps for each page.



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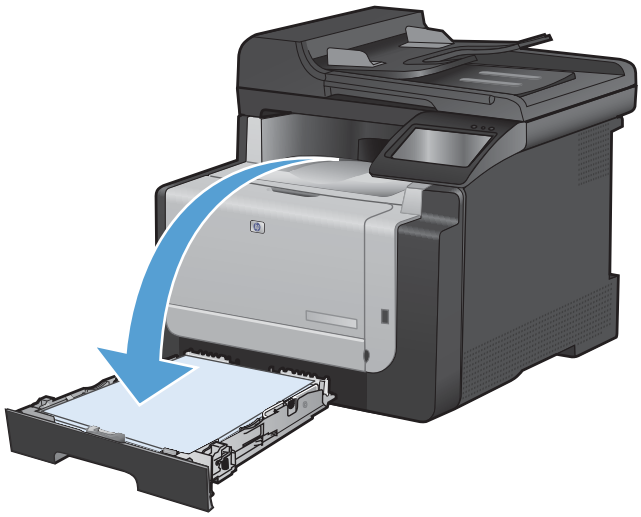
# Copy on both sides manually (duplex)

1. Load the first page of the document onto the scanner glass or into the document feeder.

2. From the Home screen, touch the Copy button.
3. Touch the Black or Color button to start copying.
4. Remove the printed copy from the output bin, and maintaining the same orientation, load the page with the printed side down into Tray 1.





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5. Load the next page of the document onto the scanner glass or into the document feeder.

6. From the Home screen, touch the Copy button.
7. Touch the Black or Color button to start copying.
8. Repeat these steps until the copy is complete.



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# 10 Scan

- Use scan functions
- Scan settings
- Scan a photo



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# Use scan functions

## Scan methods

Perform scan jobs in the following ways.

- Scan to a USB flash drive from the product control panel.
- Scan from the computer by using HP Scan software
- Scan from TWAIN-compliant or Windows Imaging Application (WIA)-compliant software

**NOTE:** To learn about and use text-recognition software, install the Readiris program from the software CD. Text-recognition software is also known as optical character recognition (OCR) software.

### Scan to a USB flash drive

1. Load the document onto the scanner glass or into the document feeder.
2. Insert a USB flash drive into the port on the front of the product.
3. From the Home screen, touch the Scan button.
4. Touch the Scan to USB Drive screen.
5. Touch the Scan button to scan and save the file. The product creates a folder named **HP** on the USB drive, and it saves the file in .PDF or .JPG format using an automatically generated file name.

**NOTE:** When the summary screen opens, you can touch it to adjust settings.

### Scan by using HP Scan software (Windows)

1. Double-click the **HP Scan** icon on the computer desktop.
2. Select a scanning shortcut, and adjust the settings if necessary.
3. Click **Scan**.

**NOTE:** Click **Advanced Settings** to gain access to more options.

Click **Create New Shortcut** to create a customized set of settings and save it in the list of shortcuts.

### Scan by using other software

The product is TWAIN-compliant and Windows Imaging Application (WIA)-compliant. The product works with Windows-based programs that support TWAIN-compliant or WIA-compliant scanning devices and with Macintosh-based programs that support TWAIN-compliant scanning devices.

While you are in a TWAIN-compliant or WIA-compliant program, you can gain access to the scanning feature and scan an image directly into the open program. For more information, see the Help file or the documentation that came with your TWAIN-compliant or WIA-compliant software program.

#### Scan from a TWAIN-compliant program

Generally, a software program is TWAIN-compliant if it has a command such as **Acquire**, **File Acquire**, **Scan**, **Import New Object**, **Insert from**, or **Scanner**. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.



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When scanning from a TWAIN-compliant program, the HP Scan software program might start automatically. If the HP Scan program starts, you can make changes while previewing the image. If the program does not start automatically, the image goes to the TWAIN-compliant program immediately.

Start the scan from within the TWAIN-compliant program. See the software program Help or documentation for information about the commands and steps to use.

### Scan from a WIA-compliant program

WIA is another way to scan an image directly into a software program. WIA uses Microsoft software to scan, instead of the HP Scan software.

Generally, a software program is WIA-compliant if it has a command such as **Picture/From Scanner or Camera** in the Insert or File menu. If you are unsure whether the program is WIA-compliant, see the software program Help or documentation.

Start the scan from within the WIA-compliant program. See the software program Help or documentation for information about the commands and steps to use.

**-Or-**

From the Windows control panel, in the **Cameras and Scanner** folder (located inside the **Hardware and Sound** folder for Windows Vista and Windows 7), double-click the product icon. This opens the standard Microsoft WIA Wizard, which enables you to scan to a file.

## Scan by using optical character recognition (OCR) software

To import scanned text into your preferred word-processing program for editing, open the HP Scan software and select the shortcut named **Save as Editable Text (OCR)**.

You can also use third-party OCR software. The Readiris OCR program is included on a separate CD that shipped with the product. To use the Readiris program, install it from the appropriate software CD, and then follow the instructions in the online Help.

# Cancel a scan

To cancel a scan job, use one of the following procedures.

- On the product control panel, touch the Cancel ✕ button.
- Click the **Cancel** button in the on-screen dialog box.



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# Scan settings

## Scanner resolution and color

If you are printing a scanned image, and the quality is not what you expected, you might have selected a resolution or color setting in the scanner software that does not match your needs. Resolution and color affect the following features of scanned images:

- Image clarity
- Texture of gradations (smooth or rough)
- Scan time
- File size

Scanning resolution is measured in pixels per inch (ppi).

**NOTE:** Scanning ppi levels are not interchangeable with printing dpi (dots per inch) levels.

Color, grayscale, and black and white define the number of colors possible. You can adjust the scanner hardware resolution to up to 1200 ppi.

The resolution and color guidelines table lists simple tips that you can follow to meet your scanning needs.

**NOTE:** Setting the resolution and color to a high value can create large files that take up disk space and slow the scanning process. Before setting the resolution and color, determine how you are going to use the scanned image.



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## Resolution and color guidelines

The following table describes the recommended resolution and color settings for different types of scan jobs.

**NOTE:** The default resolution is 200 ppi.

| Intended use | Recommended resolution | Recommended color settings |
|---|---|---|
| Fax | 150 ppi | • Black and White |
| E-mail | 150 ppi | • Black and White, if the image does not require smooth gradation<br>• Grayscale, if the image requires smooth gradation<br>• Color, if the image is in color |
| Edit text | 300 ppi | • Black and White |
| Print (graphics or text) | 600 ppi for complex graphics, or if you want to significantly enlarge the document<br>300 ppi for normal graphics and text<br>150 ppi for photos | • Black and White for text and line art<br>• Grayscale for shaded or colored graphics and photos<br>• Color, if the image is in color |
| Display on screen | 75 ppi | • Black and White for text<br>• Grayscale for graphics and photos<br>• Color, if the image is in color |

## Color

You can set the color values to the following settings when scanning.

| Setting | Recommended use |
|---|---|
| Color | Use this setting for high-quality color photos or documents in which the color is important. |
| Black and White | Use this setting for text documents. |
| Grayscale | Use this setting when file size is an issue or when you want to scan a document or photograph quickly. |



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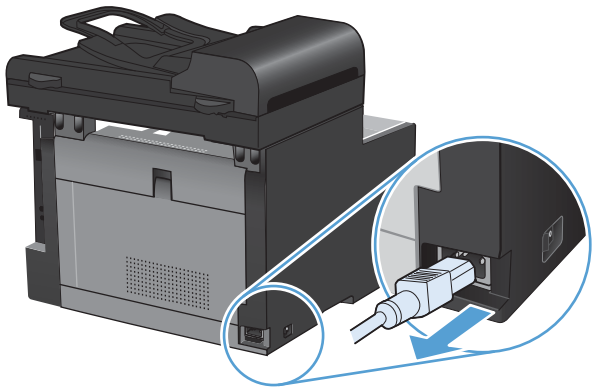
## Scan quality

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner glass and white plastic backing.

1. Use the power switch to turn off the product, and then unplug the power cord from the electrical socket.



2. Open the scanner lid.
3. Clean the scanner glass and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

   **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

4. Dry the glass and white plastic with a chamois or a cellulose sponge to prevent spotting.
5. Plug in the product, and then use the power switch to turn on the product.



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# Scan a photo

1. Place the photo on the scanner glass, picture-side down at the upper left corner of the glass, and close the scanner lid.

2. Insert a USB flash drive into the port on the front of the product.
3. From the Home screen, touch the Scan button.
4. Touch the Scan to USB Drive button. The control panel shows a summary of scan settings. Touch this screen to adjust any settings.
5. Touch the Scan button to scan the document and save it in a folder on the USB flash drive.



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# 11 Fax


- Set up fax
- Use the phone book
- Set fax settings
- Use fax
- Solve fax problems
- Regulatory information and warranties




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# Set up fax

## Install and connect the hardware

### Connect fax to a telephone line

- ☐ Connect the telephone cable to the line port on the product and to the telephone jack on the wall.

The product is an analog device. HP recommends using the product on a dedicated analog telephone line.

**NOTE:** Some countries/regions might require an adapter to the phone cord that came with the product.

### Connect additional devices

The product includes two fax ports:

- The “line” port , which connects the product to the wall telephone jack.
- The “telephone” port , which connects additional devices to the product.

Telephones used in conjunction with the product can be employed in two ways:

- An extension phone is a phone plugged into the same phone line at another location.
- A downstream phone is one that is plugged into the product or a device that is plugged into the product.

Connect additional devices in the order that is described in the following steps. The output port for each device is connected to the input port of the next, forming a "chain". If you do not want to connect a specific device, skip the step that explains it and continue to the next device.

**NOTE:** Do not connect more than three devices to the telephone line.

**NOTE:** Voicemail is not supported with this product.

1. Unplug the power cords for all of the devices that you want to connect.
2. If the product is not yet connected to a telephone line, see the product installation guide before proceeding. The product should already be connected to a telephone jack.



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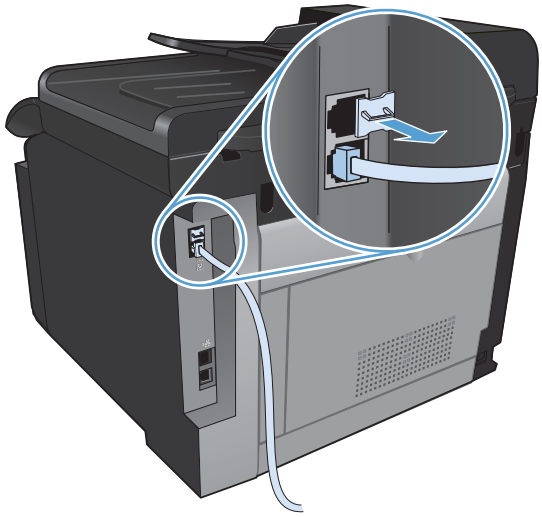
3. Remove the plastic insert from the "telephone" port (the port that is marked with the telephone icon).





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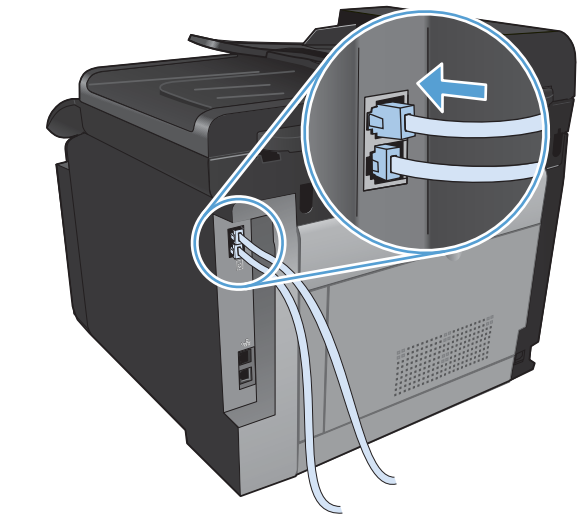
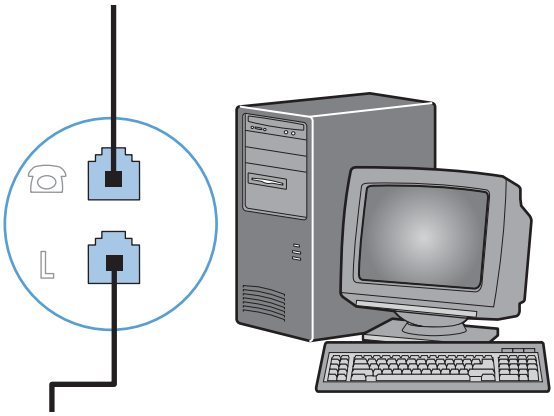
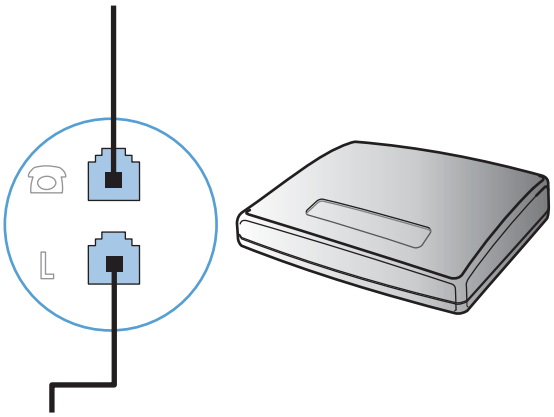
4. To connect an internal or external modem on a computer, plug one end of a telephone cord into the product “telephone” port . Plug the other end of the telephone cord into the modem “line” port.





**NOTE:** Some modems have a second “line” port to connect to a dedicated voice line. If you have two “line” ports, see your modem documentation to make sure that you connect to the correct “line” port.

5. To connect a caller-ID box, plug a telephone cord into the previous device’s “telephone” port. Plug the other end of the telephone cord into the caller-ID box “line” port.





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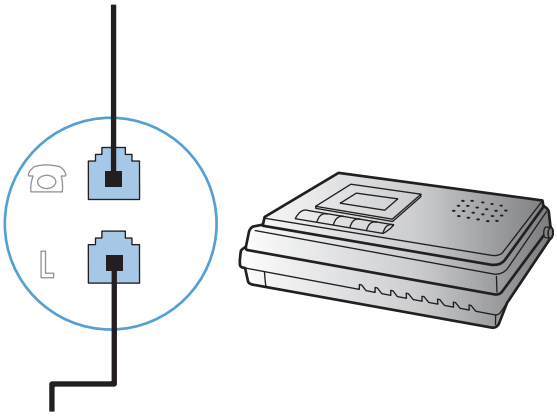
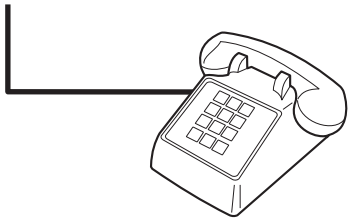
6. To connect an answering machine, plug a telephone cord into the previous device's "telephone" port. Plug the other end of the telephone cord into the answering machine "line" port.



7. To connect a telephone, plug a telephone cord into the previous device's "telephone" port. Plug the other end of the telephone cord into the telephone "line" port.



8. After you have finished connecting additional devices, plug all of the devices into their power sources.

### Set up fax with a telephone answering machine

- Set the product rings-to-answer setting for at least one ring more than the number of rings for which the answering machine is set.
- If an answering machine is connected to the same telephone line but on a different jack (in another room, for example), it might interfere with the product's ability to receive faxes.

### Set up fax with an extension phone

With this setting turned on, you can alert the product to pick up the incoming fax call by pressing 1-2-3 sequentially on the telephone keypad. The default setting is On. Turn this setting off only if you use pulse dialing or if you have a service from your telephone company that also uses the 1-2-3 sequence. The telephone company service does not work if it conflicts with the product.

1. On the control panel, touch the Setup button.
2. Scroll to and touch the Fax Setup menu.
3. Scroll to and touch the Advanced Setup button.
4. Scroll to and touch the Extension Phone button, and touch the On button.



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### Setup for stand-alone fax

1. Unpack and set up the product.
2. From the Home screen, touch the Setup button.
3. Touch the Fax Setup menu.
4. Touch the Fax Set-Up Utility button.
5. Follow the on-screen prompts and select the appropriate response for each question.

**NOTE:** The maximum number of characters for the fax number is 20.

**NOTE:** The maximum number of characters for the fax header is 25.

## Configure fax settings

You can configure the product fax settings from the control panel or from the HP ToolboxFX software.

In the United States and many other countries/regions, setting the time, date, and other fax header information is a legal requirement.

### Use the control panel to set the fax time, date, and header

To use the control panel to set the date, time, and header, complete the following steps:

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Basic Setup menu.
4. Scroll to and touch the Time/Date button.
5. Select the 12-hour clock or 24-hour clock.
6. Use the keypad to enter the current time, and then touch the OK button.
7. Select the date format.
8. Use the keypad to enter the current date, and then touch the OK button.
9. Touch the Fax Header menu.
10. Use the keypad to enter your fax number, and then touch the OK button.

**NOTE:** The maximum number of characters for the fax number is 20.

11. Use the keypad to enter your company name or header, and then touch the OK button.

**NOTE:** The maximum number of characters for the fax header is 25.

### Use of common localized letters in fax headers

When using the control panel to enter your name in the header or to enter a name for a one-touch key, speed-dial entry, or group-dial entry, touch the 123 button to open a keypad that contains special characters.



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## Use the HP Fax Setup Wizard

If you did not complete the fax setup process at the time you installed the software, you can complete it at any time by using the HP Fax Setup Wizard.

1. Click **Start**, and then click **Programs**.
2. Click **HP**, click the name of the product, and then click **HP Fax Setup Wizard**.
3. Follow the onscreen instructions in the HP Fax Setup Wizard to configure the fax settings.



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# Use the phone book

You can store frequently dialed fax numbers (up to 120 entries) either as individual fax numbers or as groups of fax numbers.

## Use the control panel to create and edit the fax phone book

1. From the Home screen, touch the Fax button.

2. Touch the Fax Menu button.
3. Touch the Phone Book Setup button.
4. Touch the Individual Setup button to create a speed dial entry.
5. Touch an unassigned number from the list.
6. Use the keypad to enter a name for the entry, and then touch the OK button.
7. Use the keypad to enter the fax number for the entry, and then touch the OK button.

## Import or export Microsoft Outlook contacts into the fax phone book

1. Open HP ToolboxFX.
2. Click **Fax**, and then click **Fax Phone Book**.
3. Browse to the program phone book, and then click **Import/Export Phone Book**.

## Use phone-book data from other programs

**NOTE:** Before a phone book from another program can be imported, you must use the export feature in that other program.

HP ToolboxFX can import contact information from the following software program phone books.

- Microsoft Outlook
- Lotus Notes
- Microsoft Outlook Express
- A phone book previously exported from another HP product's ToolboxFX software.

## Delete phone book entries

You can delete all phone book entries that are programmed in the product.



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△ **CAUTION:** After phone book entries are deleted, they cannot be recovered.

1. From the Home screen, touch the Fax button.

2. Touch the Fax Menu button.
3. Touch the Phone Book Setup button.
4. Touch the Delete Entry button. Or, to delete all the entries, touch the Delete All Entries button.
5. Touch the entry that you want to delete.

# Use speed dials

## Create and edit speed-dial entries

1. From the Home screen, touch the Fax button.

2. Touch the Fax Menu button.
3. Touch the Phone Book Setup button.
4. Touch the Individual Setup button.
5. Touch an unassigned number from the list.
6. Use the keypad to enter a name for the entry, and then touch the OK button.
7. Use the keypad to enter the fax number for the entry, and then touch the OK button.

## Delete speed-dial entries

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Phone Book Setup button.
4. Touch the Delete Entry button. Or, to delete all the entries, touch the Delete All Entries button.
5. Touch the entry that you want to delete.



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# Manage group-dial entries

## Create and edit group-dial entries

1. Create an individual entry for each fax number that you want in the group.
   a. From the Home screen, touch the Fax button.
   b. Touch the Fax Menu button.
   c. Touch the Phone Book Setup button.
   d. Touch the Individual Setup button.
   e. Touch an unassigned number from the list.
   f. Use the keypad to enter a name for the entry, and then touch the OK button.
   g. Use the keypad to enter the fax number for the entry, and then touch the OK button.
2. From the Phone Book Setup menu, touch the Group Setup button.
3. Touch an unassigned number from the list.
4. Use the keypad to enter a name for the group, and then touch the OK button.
5. Touch the name of each individual entry that you want to include in the group. When you are finished, touch the Done Selecting button.

## Delete group-dial entries

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Phone Book Setup button.
4. Touch the Delete Entry button. Or, to delete all the entries, touch the Delete All Entries button.
5. Touch the entry that you want to delete.



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# Set fax settings

## Send fax settings

### Set special dialing symbols and options

You can insert pauses into a fax number that you are dialing. Pauses are often needed when dialing internationally or connecting to an outside line.

| Special symbol | Button | Description |
|---|---|---|
| Dialing pause | | The Redial/Pause button is available on the control panel keypad for entering a fax number. You can also touch the comma button to insert a dialing pause. |
| Pause for dial tone | | The W button is available only when you are entering the fax number for a phone book entry. This character causes the product to wait for a dial tone before dialing the remainder of the telephone number. |
| Hook flash | | The R button is available only when you are entering the fax number for a phone book entry. This character causes the product to insert a hook flash. |

#### Set a dialing prefix

A dial prefix is a number or group of numbers that are automatically added to the beginning of every fax number you enter at the control panel or from the software. The maximum number of characters for a dial prefix is 50.

The default setting is Off. You might want to turn this setting on and enter a prefix if, for example, you have to dial a number such as 9 to get a telephone line outside of your company telephone system. While this setting is active, you can dial a fax number without the dial prefix by using manual dial.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Basic Setup menu.
4. Scroll to and touch the Dial Prefix button, and then touch the On button.
5. Use the keypad to enter the prefix, and then touch the OK button. You can use numbers, pauses, and dialing symbols.

### Set the dial-tone detection

Normally, the product begins dialing a fax number immediately. If you are using the product on the same line as your telephone, turn on the detect-dial-tone setting. This prevents the product from sending a fax while someone is on the telephone.

The factory-set default for detect dial tone is On for France and Hungary, and Off for all other countries/regions.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.



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3. Touch the Advanced Setup menu.
4. Scroll to and touch the Detect Dial Tone button, and then touch the On button.

### Set tone-dialing or pulse-dialing

Use this procedure to set the product to tone-dialing or pulse-dialing mode. The factory-set default is Tone. Do not change this setting unless you know that the telephone line cannot use tone dialing.

**NOTE:** The pulse-dialing option is not available in all countries/regions.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Dialing Mode button, and then touch the Tone or Pulse button.

## Set autoredial and the time between redials

If the product was unable to send a fax because the receiving fax machine did not answer or was busy, the product attempts to redial based on the redial-on-busy, redial-on-no-answer, and redial-on-communication-error options.

### Set the redial-on-busy option

If this option is on, the product redials automatically if it receives a busy signal. The factory-set default for the redial-on-busy option is On.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Redial if Busy button, and then touch the On button.

### Set the redial-on-no-answer option

If this option is on, the product redials automatically if the receiving machine does not answer. The factory-set default for the redial-on-no-answer option is Off.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Redial if No Answer button, and then touch the On button.

### Set the redial-on-communication-error option

If this option is on, the product redials automatically if some sort of communication error occurs. The factory-set default for the redial-on-communication-error option is On.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.



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3. Touch the Advanced Setup menu.
4. Scroll to and touch the Redial if Comm. Error button, and then touch the On button.

## Set light/dark and resolution

### Set the default light/dark (contrast) setting

The contrast affects the lightness and darkness of an outgoing fax as it is being sent.

The default light/dark setting is the contrast that is normally applied to items that are being faxed. The slider is set to the middle as the default setting.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Touch the Lighter/Darker button, and then touch one of the arrows to adjust the slider.

### Set resolution settings

**NOTE:** Increasing the resolution increases the fax size. Larger faxes increase the send time and could exceed the available memory in the product.

Use this procedure to change the default resolution for all fax jobs to one of the following settings:

- Standard: This setting provides the lowest quality and the fastest transmission time.
- Fine: This setting provides a higher resolution quality than Standard that is usually appropriate for text documents.
- Superfine: This setting is best used for documents that mix text and images. The transmission time is slower than the Fine setting but faster than the Photo setting.
- Photo: This setting produces the best images, but greatly increases the transmission time.

The factory-set default resolution setting is Fine.

### Set the default resolution setting

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Touch the Fax Resolution button, and then touch one of the options.

## Cover-page templates

Several business and personal fax cover-page templates are available in the PC Fax Send software program.

**NOTE:** You cannot alter cover-sheet templates, but you can edit the fields within the templates.



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## Set billing codes

If the billing codes feature is on, the product prompts you to enter a billing code for each fax. The product increases the billing code count for each sent fax page. This includes all types of faxes except for poll-received, fax-forwarded, or computer-downloaded faxes. For an undefined group or a group-dial fax, the product increases the billing code count for each successful fax that is sent to each destination.

The factory-set default for the billing-code setting is Off. The billing code can be any number from 1 through 250.

### Set the billing-code setting

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Billing Codes button, and then touch the On button.

### Use billing codes

1. Load the document in the document feeder or on the scanner glass.
2. From the Home screen, touch the Fax button.
3. Enter the fax number, or select a speed-dial or group-dial entry.
4. Touch the Start Fax button.
5. Enter the billing code, and then touch the OK button.

### Print the billing-code report

The billing-code report is a printed list of all the fax billing codes and the total number of faxes billed to each code.

**NOTE:** After the product prints this report, it deletes all billing data.

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Fax Reports button.
4. Scroll to and touch the Print Billing Report button.

# Receive fax settings

## Set fax forwarding

You can set your product to forward incoming faxes to another fax number. When the fax arrives at your product, it is stored in the memory. The product then dials the fax number that you have specified and sends the fax. If the product cannot forward a fax because of an error (for example, the number is busy) and repeated redial attempts are unsuccessful, your product prints the fax.

If the product runs out of memory while receiving a fax, it terminates the incoming fax and only forwards the pages and partial pages that have been stored in the memory.



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When it is using the fax-forwarding feature, the product (rather than the computer) must be receiving the faxes, and the answer mode must be set to Automatic.

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Receive Options button.
4. Touch the Forward Fax button, and touch the On button.
5. Use the keypad to enter the fax-forwarding number, and then touch the OK button.

## Set the answer mode

Depending on the situation, set the product answer mode to Automatic, TAM, Fax/Tel, or Manual. The factory-set default is Automatic.

- Automatic: The product answers incoming calls after a specified number of rings or upon recognition of special fax tones.
- TAM: The product does not automatically answer the call. Instead, it waits until it detects the fax tone.
- Fax/Tel: The product answers incoming calls immediately. If it detects the fax tone, it processes the call as a fax. If it does not detect the fax tone, it creates an audible ring to alert you to answer the incoming voice call.
- Manual: The product never answers calls. You must start the fax-receiving process yourself, either by touching the Start Fax button on the control panel or by picking up a telephone that is connected to that line and dialing 1-2-3.

To set or change the answer mode, complete the following steps:

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Basic Setup menu.
4. Scroll to and touch the Answer Mode button, and then touch the name of the option that you want to use.

## Block or unblock fax numbers

If you do not want to receive faxes from specific people or businesses, you can block as many as 30 fax numbers by using the control panel. When you block a fax number and someone from that number sends you a fax, the control-panel display indicates that the number is blocked, the fax does not print, and the fax is not saved in memory. Faxes from blocked fax numbers appear in the fax activity log with a “discarded” designation. You can unblock blocked fax numbers individually or all at one time.

**NOTE:** The sender of a blocked fax is not notified that the fax failed.

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Receive Options button.



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4. Touch the Block Junk Faxes button.
5. Touch the Add Number button.
6. Use the keypad to enter the fax number that you want to block, and then touch the OK button.

## Set the number of rings-to-answer

When the answer mode is set to Automatic, the product rings-to-answer setting determines the number of times the telephone rings before the product answers an incoming call.

If the product is connected to a line that receives both fax and voice calls (a shared line) and that also uses an answering machine, you might need to adjust the rings-to-answer setting. The number of rings-to-answer for the product must be greater than the rings-to-answer on the answering machine. This allows the answering machine to answer the incoming call and record a message if it is a voice call. When the answering machine answers the call, the product listens to the call and automatically answers it if it detects fax tones.

The default setting for rings-to-answer is five for the U.S. and Canada, and two for other countries/regions.

Use the following table to determine the number of rings-to-answer to use.

| Type of telephone line | Recommended rings-to-answer setting |
|---|---|
| Dedicated fax line (receiving only fax calls) | Set to a number of rings within the range shown on the control-panel display. (The minimum and maximum number of rings allowed varies by country/region.) |
| One line with two separate numbers and a ring-pattern service | One or two rings. (If you have an answering machine or computer voicemail for the other telephone number, make sure that the product is set to a greater number of rings than the answering system. Also, use the distinctive-ring feature to differentiate between voice and fax calls.) |
| Shared line (receiving both fax and voice calls) with only an attached telephone | Five rings or more. |
| Shared line (receiving both fax and voice calls) with an attached answering machine or computer voicemail | Two rings more than the answering machine or computer voicemail. |

To set or change the number of rings-to-answer, use the following steps:

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Basic Setup menu.
4. Touch the Rings to Answer button.
5. Use the keypad to enter the number of rings, and then touch the OK button.

## Set distinctive ring

Ring-pattern or distinctive-ring service is available through some local telephone companies. The service allows you to have more than one telephone number on a single line. Each telephone number has a unique ring pattern, so that you can answer voice calls and the product can answer fax calls.



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If you subscribe to a ring-pattern service with a telephone company, you must set the product to answer the correct ring pattern. Not all countries/regions support unique ring patterns. Contact the telephone company to determine if this service is available in your country/region.

**NOTE:** If you do not have ring-pattern service and you change the ring-pattern settings to something other than the default, All Rings, the product might not be able to receive faxes.

The settings are as follows:

- All Rings: The product answers any calls that come through the telephone line.
- Single: The product answers any calls that produce a single-ring pattern.
- Double: The product answers any calls that produce a double-ring pattern.
- Triple: The product answers any calls that produce a triple-ring pattern.
- Double and Triple: The product answers any calls that produce a double-ring or triple-ring pattern.

To change ring patterns for call answering, complete the following steps:

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Basic Setup menu.
4. Touch the Distinctive Ring button, and then touch the name of an option.

## Use autoreduction for incoming faxes

If the fit-to-page option is turned on, the product automatically reduces long faxes up to 75% to fit the information on the default paper size (for example, the fax is reduced from legal to letter size).

If the fit-to-page option is turned off, long faxes print at full size on multiple pages. The factory-set default for incoming fax autoreduction is On.

If you have the Stamp Faxes option turned on, you might also want to turn on autoreduction. This reduces the size of the incoming faxes slightly, and prevents the page-stamp from forcing a fax onto two pages.

**NOTE:** Make sure that the default paper size setting matches the size of the paper in the tray.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Touch the Fit to Page button, and then touch the On button.

## Set fax reprint settings

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Allow Fax Reprint button, and then touch the On button.



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## Set the fax sounds volume

Control the volume of the fax sounds from the control panel. You can make changes to the following sounds:

- Alarm Volume
- Ring Volume
- Phone Line Volume

### Set the alarm volume, phone-line volume, and ring volume

1. From the Home screen, touch the Setup button.
2. Touch the System Setup menu.
3. Touch the Volume Settings menu.
4. Touch the name of the volume setting that you want to adjust, and then touch one of the options. Repeat this step for each volume setting.

## Set stamp-received faxes

The product prints the sender identification information at the top of each received fax. You can also stamp the incoming fax with your own header information to confirm the date and time that the fax was received. The factory-set default for stamp-received faxes is Off.

**NOTE:** Turning on the stamp-received setting might increase the page size and cause the product to print a second page.

**NOTE:** This option applies only to received faxes that the product prints.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Stamp Faxes button, and then touch the On button.

## Set the private receive feature

When the private-receive feature is active, received faxes are stored in memory. A password is required to print the stored faxes.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Private Receive button, and then touch the On button.
5. If you have not already set a system password, the product prompts you to create one.



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**NOTE:** The system password is case-sensitive.

a. Touch the OK button, and then use the keypad to enter the system password.

b. Touch the OK button, confirm the password by entering it a second time, and then touch the OK button to save the password.

## Set fax polling

If someone else has set up a fax to be polled, you can request that the fax be sent to your product. (This is known as polling another machine).

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Receive Options button.
4. Touch the Polling Receive button.
5. Use the keypad to enter the number of the fax machine that you want to poll, and then touch the OK button.

The product dials the other fax machine and requests the fax.



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# Use fax

## Fax software

### Supported fax programs

The PC fax program that came with the product is the only PC fax program that works with the product. To continue to use a PC fax program previously installed on the computer, use the modem that is already connected to the computer; it will not function through the product modem.

## Cancel a fax

Use these instructions to cancel a single fax that is currently dialing or a fax that is being transmitted or received.

### Cancel the current fax

Press the Cancel ✕ button on the control panel. Any pages that have not been transmitted are canceled. Pressing the Cancel ✕ button also stops group-dial jobs.

### Cancel a pending fax job

Use this procedure to cancel a fax job in the following situations:

- The product is waiting to redial after encountering a busy signal, an unanswered call, or a communication error.
- The fax is scheduled to be sent at a future time.

Use the following steps to cancel a fax job by using the Fax Job Status menu:

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Send Options button.
4. Touch the Fax Job Status button.
5. Touch the fax number for the job that you want to cancel.

## Delete faxes from memory

Use this procedure only if you are concerned that someone else has access to your product and might try to reprint faxes from the memory.

△ **CAUTION:** In addition to clearing the reprint memory, this procedure clears any fax that is currently being sent, unsent faxes that are pending redial, faxes that are scheduled to be sent at a future time, and faxes that are not printed or forwarded.



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1. From the Home screen, touch the Setup button.

2. Touch the Service menu.
3. Touch the Fax Service menu.
4. Touch the Clear Saved Faxes button.

## Use fax on a DSL, PBX, or ISDN system

HP products are designed specifically for use with traditional analog phone services. They are not designed to work on DSL, PBX, ISDN lines, or VoIP services, but they work with the proper setup and equipment.

**NOTE:** HP recommends discussing DSL, PBX, ISDN, and VoIP setup options with the service provider.

The HP LaserJet product is an analog device that is not compatible with all digital phone environments (unless a digital-to-analog converter is used). HP does not guarantee that the product will be compatible with digital environments or digital-to-analog converters.

### DSL

A digital subscriber line (DSL) uses digital technology over standard copper telephone wires. This product is not directly compatible with those digital signals. However, if the configuration is specified during DSL setup, the signal can be separated so that some of the bandwidth is used to transmit an analog signal (for voice and fax) while the remaining bandwidth is used to transmit digital data.

**NOTE:** Not all faxes are compatible with DSL services. HP does not guarantee that the product will be compatible with all DSL service lines or providers.

A typical DSL modem employs a filter to separate the higher frequency DSL modem communication from lower frequency analog phone and fax modem communication. It is often necessary to use a filter with analog phones and analog fax products that are connected to a telephone line used by a DSL modem. The DSL service provider usually provides this filter. Contact the DSL provider for more information or for assistance.

### PBX

The product is an analog device that is not compatible in all digital phone environments. Digital-to-analog filters or converters may be needed for faxing functionality. If faxing issues occur in a PBX environment, it might be necessary to contact the PBX provider for assistance. HP does not guarantee that the product will be compatible with digital environments or digital-to-analog converters.

Contact the PBX provider for more information and for assistance.



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### ISDN

The product is an analog device that is not compatible in all digital phone environments. Digital-to-analog filters or converters may be needed for faxing functionality. If faxing issues occur in an ISDN environment, it might be necessary to contact the ISDN provider for assistance. HP does not guarantee that the product will be compatible with ISDN digital environments or digital-to-analog converters.

## Use fax on a VoIP service

Voice over internet protocol (VoIP) services are often not compatible with fax machines unless the provider explicitly states that it supports fax over IP services.

If the product experiences problems getting a fax to work on a VoIP network, verify that all cables and settings are correct. Decreasing the fax-speed setting might allow the product to send a fax over a VoIP network.

If the VoIP provider offers a "Pass through" mode for the connection, that will offer better fax performance on VoIP. Also if the provider has "comfort noise" added to the line, fax performance can be enhanced if this feature is not enabled.

If faxing problems continue, contact the VoIP provider.

## Fax memory

### Fax memory contents are retained when there is a loss of power

The flash memory protects against data loss when a power failure occurs. Other fax devices store fax pages in either normal RAM or short-term RAM. Normal RAM immediately loses data when power is lost, while short-term RAM loses data about 60 minutes after a power failure occurs. Flash memory can maintain its data for years without power applied.

## Send a fax

### Fax from the flatbed scanner

1. Place the document face-down on the scanner glass.

2. From the Home screen, touch the Fax button.
3. Use the keypad to type the fax number.



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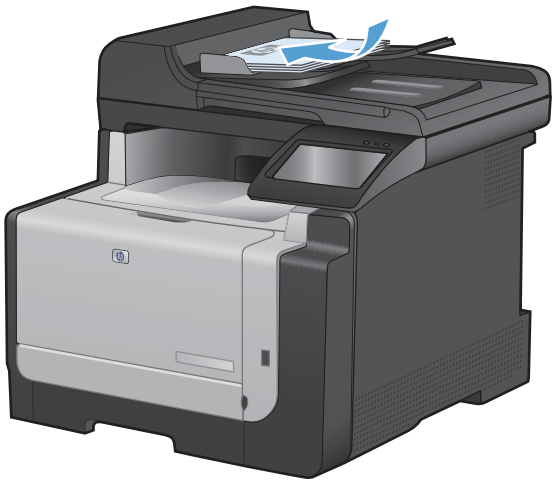
4. Touch the Start Fax button.
5. The product prompts you to confirm that you are sending from the scanner glass. Touch the Yes button.
6. The product prompts you to load the first page. Touch the OK button.
7. The product scans the first page and then prompts you to load another page. If the document has multiple pages, touch the Yes button. Continue this process until you have scanned all the pages.
8. When you have scanned the last page, touch the No button at the prompt. The product sends the fax.

## Fax from the document feeder

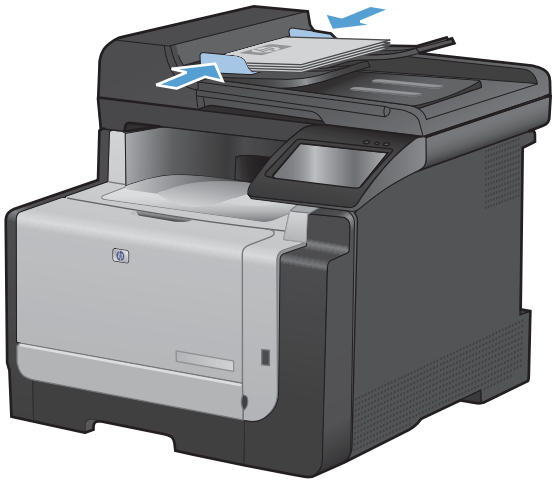
1. Insert the originals into the document feeder face-up.

   **NOTE:** The document feeder capacity is up to 35 sheets of 75 g/m$^2$ or 20 lb media.

   **CAUTION:** To prevent damage to the product, do not use an original that contains correction tape, correction fluid, paper clips, or staples. Also, do not load photographs, small originals, or fragile originals into the document feeder.



2. Adjust the paper guides until they are snug against the paper.



3. From the Home screen, touch the Fax button.



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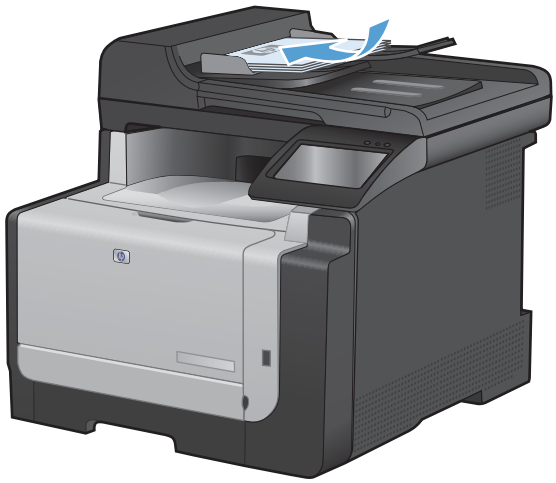
4. Use the keypad to type the fax number.
5. Touch the Start Fax button.

## Use speed dials and group-dial entries

1. Load the document into the document feeder or onto the scanner glass.



2. From the Home screen, touch the Fax button.
3. On the keypad, touch the fax phone book icon.

4. Touch the name of the individual or group entry that you want to use.
5. Touch the Start Fax button.



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## Send a fax from the software

The following information provides basic instructions for sending faxes by using the software that came with the product. All other software-related topics are covered in the software Help, which can be opened from the software-program **Help** menu.

You can fax electronic documents from a computer if you meet the following requirements:

- The product is connected directly to the computer or to a network to which the computer is connected.
- The product software is installed on the computer.
- The computer operating system is one that this product supports.

### Send a fax from the software

The procedure to send a fax varies according to your specifications. The most typical steps follow.

1. Click **Start**, click **Programs** (or **All Programs** in Windows XP), and then click **HP**.
2. Click the product name, and then click **Send fax**. The fax software opens.
3. Enter the fax number of one or more recipients.
4. Load the document in the document feeder.
5. Click **Send Now**.

### Send a fax from a third-party software program, such as Microsoft Word

1. Open a document in a third-party program.
2. Click the **File** menu, and then click **Print**.
3. Select the fax print driver from the printer driver drop-down list. The fax software opens.
4. Enter the fax number of one or more recipients.
5. Include any pages loaded at the product. This step is optional.
6. Click **Send Now**.



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## Send a fax by dialing from a telephone connected to the fax line

Occasionally, you might want to dial a fax number from a telephone that is connected to the same line as the product. For example, if you are sending a fax to a person whose device is in the manual receive mode, you can precede the fax with a voice call to let that person know that the fax is coming.

**NOTE:** The telephone must be connected to the product "telephone" port .

1. Load the document into the document feeder.
2. From the Home screen, touch the Fax button.
3. Pick up the handset of a telephone that is connected to the same line as the product. Dial the fax number by using the telephone keypad.
4. When the recipient answers, instruct the person to start the fax machine.
5. When you hear the fax tones, touch the Start Fax button on the control panel, wait until **Connecting** appears on the control panel display, and then hang up the telephone.

## Send a fax with confirmation

You can set the product so that it prompts you to enter the fax number a second time to confirm that you are sending the fax to the correct number.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Confirm Fax Number button, and touch the On button.
5. Send the fax.

## Schedule a fax to be sent later

Use the product control panel to schedule a fax to be sent automatically at a future time to one or more people. When this procedure is completed, the product scans the document into memory and then returns to the Ready state.

**NOTE:** If the product cannot transmit the fax at the scheduled time, that information is indicated on the fax error report (if that option is turned on) or recorded in the fax activity log. The transmittal might not be initiated because the fax-sending call is not answered, or because a busy signal stops the redial attempts.

If a fax has been scheduled to be sent at a future time but it requires updating, send the additional information as another job. All faxes that are scheduled to go to the same fax number at the same time are delivered as individual faxes.



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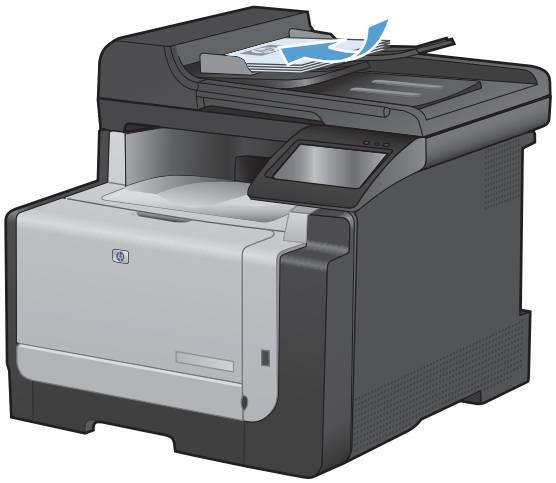
1. Load the document into the document feeder.



2. From the Home screen, touch the Fax button.
3. Touch the Fax Menu button.
4. Touch the Send Options button.
5. Touch the Send Fax Later button.
6. Use the keypad to enter the time of day to send the fax. Touch the OK button.
7. Use the keypad to enter the date to send the fax. Touch the OK button.
8. Use the keypad to type the fax number. Touch the OK button. The product scans the document and saves the file in memory until the designated time.

## Use access codes, credit cards, or calling cards

To use access codes, credit cards, or calling cards, dial manually to allow for pauses and dialing codes.

### Send faxes internationally

To send a fax to an international destination, dial manually to allow for pauses and international dialing codes.



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# Receive a fax

## Print a fax

When the product receives a fax transmission, it prints the fax (unless the private-receive feature is enabled) and also stores it automatically to flash memory.

When a color print cartridge becomes very low, the product prints in black only to prevent fax interruptions. To configure the product to print in color and use the remaining toner in the print cartridge past very low, follow these steps:

1. On the product control panel, touch the Setup button, and then touch the System Setup button.
2. Touch the At Very Low button, and then touch the Color Cartridges button.
3. Touch the Continue button.

When you choose to replace the very low print cartridge, color printing resumes automatically.

### Print a stored fax when the private receive feature is on

To print stored faxes, you must provide the product security password. After the product prints the stored faxes, the faxes are deleted from memory.

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Receive Options button.
4. Touch the Print Private Faxes button.
5. Use the keypad to enter the product security password, and then touch the OK button.

### Reprint a fax

When the Allow Fax Reprint feature is on, the product stores received faxes in memory. The product has about 3.2 MB of storage space, which holds about 250 pages.

These faxes are stored continuously. Reprinting them does not clear them from the memory.

### Turn on the Allow Fax Reprint feature

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Allow Fax Reprint button, and touch the On button.

### Reprint faxes

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Receive Options button.



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4. Touch the Reprint Faxes button.

5. Touch the entry for the fax that you want to reprint.

## Receive faxes when fax tones are audible on the phone line

If you have a telephone line that receives both fax and telephone calls, and you hear fax tones when you answer the telephone, you can start the receiving process in one of two ways:

- If you are close to the product, press the Start Fax button on the control panel.
- If not, press 1-2-3 in sequence on the telephone keypad, listen for fax transmission sounds, and then hang up.

**NOTE:** In order for the second method to work, the Extension Phone setting must be set to Yes.



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# Solve fax problems

## Fax troubleshooting checklist

- Several possible fixes are available. After each recommended action, retry faxing to see if the problem is resolved.
- For best results during fax problem solving, make sure the line from the product is plugged directly into the wall phone port. Disconnect all other devices that are connected to the product.

1. Verify that the telephone cord is plugged into the correct port on the back of the product.
2. Check the phone line by using the fax test:
   a. On the control panel, open the Setup menu, and then open the Service menu.
   b. Select the Fax Service option.
   c. Select the Run Fax Test option. The product prints a fax test report.

      The report contains the following possible results:

      - **Pass**: The report contains all of the current fax settings for review.
      - **Fail**: The cord is in the wrong port. The report contains suggestions for how to resolve the issue.
      - **Fail** : The phone line is not active. The report contains suggestions for how to resolve the issue.
3. Verify that the product firmware is current:
   a. Print a configuration page from the control panel Reports menu to obtain the current firmware date code.
   b. Go to www.hp.com.
      1. Click the **Support & Drivers** link.
      2. Click the **Download drivers and software (and firmware)** link option.
      3. In the **For product** box, type the product model number, and then click the **Go** button.
      4. Click the link for your operating system.
      5. Scroll to the Firmware section of the table.
         - If the listed version matches the version on the configuration page, you have the most current version.
         - If the versions are different, download the firmware upgrade and update the firmware on the product following the instructions onscreen.

           **NOTE:** The product must be connected to a computer with internet access to upgrade firmware.

         - Resend the fax.
4. Verify that the fax was set up when the product software was installed.



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From the computer, in the HP program folder, run the Fax Setup Utility.

5. Verify that the telephone service supports analog fax.

   - If using ISDN or digital PBX, contact your service provider for information about configuring to an analog fax line.
   - If using a VoIP service, change the Fax Speed setting to Slow(V.29) or disable Fast(V.34) from the control panel. Ask if your service provider supports fax and for the recommended fax modem speed. Some companies might require an adapter.
   - If using a DSL service, ensure that a filter is included on the phone line connection to the product. Contact the DSL service provider or purchase a DSL filter if you do not have one. If a DSL filter is installed, try another since these filters can be defective.

6. If the error persists, find more detailed problem-solving solutions in the sections that follow this one.



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## Fax error messages

Alert and warning messages appear temporarily and might require you to acknowledge the message by touching the OK button to resume or by touching the Cancel ✕ button to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the product will attempt to resume printing the job after the warning has appeared for 10 seconds without acknowledgement.

| Control panel message | Description | Recommended action |
|---|---|---|
| **Communication error.** | A fax communication error occurred between the product and the sender or receiver. | Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line.<br><br>Try a different phone cord.<br><br>Set the Fax Speed option to the Slow(V.29) setting or disable the Fast(V.34) setting.<br><br>Turn off the Error Correction feature to prevent automatic error correction.<br><br>**NOTE:** Turning off the Error Correction feature can reduce image quality.<br><br>Print the Fax Activity Log report from the control panel to determine if the error occurs with a specific fax number.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Document feeder door is open.**<br><br>**Canceled fax.** | The cover at the top of the document feeder is open, and the product cannot send the fax. | Close the cover, and send the fax again. |
| **Fax is busy.**<br><br>**Canceled send.** | The fax line to which you were sending a fax was busy. The product has canceled sending the fax. | Call the recipient to ensure that the fax machine is on and ready.<br><br>Check that you are dialing the correct fax number.<br><br>Check that the Redial if Busy option is enabled.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |



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| Control panel message | Description | Recommended action |
| --- | --- | --- |
| **Fax is busy.**<br><br>**Redial pending.** | The fax line to which you were sending a fax was busy. The product automatically redials the busy number. | Allow the product to retry sending the fax.<br><br>Call the recipient to ensure that the fax machine is on and ready.<br><br>Check that you are dialing the correct fax number.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Fax receive error.** | An error occurred while trying to receive a fax. | Ask the sender to resend the fax.<br><br>Try faxing back to the sender or another fax machine.<br><br>Check for a dial tone on the phone line by touching the Start Fax button.<br><br>Check that the telephone cord is securely connected by unplugging and replugging the cord.<br><br>Make sure that you are using the telephone cord that came with the product.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>Decrease the fax speed. Ask the sender to resend the fax.<br><br>Turn off error-correction mode. Ask the sender to resend the fax.<br><br>**NOTE:** Turning off error-correction mode can reduce the quality of the fax image.<br><br>Connect the product to a different phone line.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |



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| Control panel message | Description | Recommended action |
| --- | --- | --- |
| **Fax Send error.** | An error occurred while trying to send a fax. | Try resending the fax.<br><br>Try faxing to another fax number.<br><br>Check for a dial tone on the phone line by touching the Start Fax button.<br><br>Check that the telephone cord is securely connected by unplugging and replugging the cord.<br><br>Make sure that you are using the telephone cord that came with the product.<br><br>Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.<br><br>Connect the product to a different phone line.<br><br>Set the fax resolution to Standard instead of the default of Fine.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Fax storage is full.**<br><br>**Canceling the fax receive.** | During the fax transmission, the product ran out of memory. Only the pages that fit into memory will be printed. | Print all of the faxes, and then have the sender resend the fax. Have the sender divide the fax job into multiple jobs before resending. Cancel all fax jobs or clear the faxes from memory. |
| **Fax storage is full.**<br><br>**Canceling the fax receive.** | The amount of available memory for storing faxes is insufficient to store an incoming fax. | If you are using the Private Receive feature, print all received faxes to regain some memory.<br><br>If you still need more memory, clear faxes from memory. Open the Service menu. In the Fax Service menu, select the Clear Saved Faxes option. |
| **Fax storage is full.**<br><br>**Canceling the fax send.** | During the fax job, the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent. | Cancel the current job. Turn the product off, and then turn it on again. Try sending the job again.<br><br>If the error reoccurs, cancel the job and turn the product off and then on a second time. The product might not have enough memory for some jobs. |



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| Control panel message | Description | Recommended action |
| --- | --- | --- |
| **No dial tone.** | The product could not detect a dial tone. | Check for a dial tone on the phone line by touching the Start Fax button.<br><br>Unplug the telephone cord from both the product and the wall and replug the cord.<br><br>Make sure that you are using the telephone cord that came with the product.<br><br>Unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.<br><br>Make sure that the phone cord from the wall telephone jack is plugged into the line port.<br><br>Plug the product phone cord into a jack for another phone line.<br><br>Check the phone line by using the Run Fax Test option from the Service menu on the control panel.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **No fax answer.**<br><br>**Canceled send.** | Attempts to redial a fax number failed, or the Redial if No Answer option was turned off. | Call the recipient to ensure that the fax machine is on and ready.<br><br>Check that you are dialing the correct fax number.<br><br>Check that the redial option is enabled.<br><br>Unplug the telephone cord from both the product and the wall and replug the cord.<br><br>Unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.<br><br>Make sure that the phone cord from the wall telephone jack is plugged into the line port.<br><br>Plug the product phone cord into a jack for another phone line.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |



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| Control panel message | Description | Recommended action |
| --- | --- | --- |
| **No fax answer.**<br><br>**Redial pending.** | The receiving fax line did not answer. The product attempts to redial after a few minutes. | Allow the product to retry sending the fax.<br><br>Call the recipient to ensure that the fax machine is on and ready.<br><br>Check that you are dialing the correct fax number.<br><br>If the product continues to redial, unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.<br><br>Make sure that the phone cord from the wall telephone jack is plugged into the line port.<br><br>Plug the product phone cord into a jack for another phone line.<br><br>Try a different phone cord.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **No fax detected.** | The product answered the incoming call but did not detect that a fax machine was calling. | Allow the product to retry receiving the fax.<br><br>Try a different phone cord.<br><br>Plug the product phone cord into a jack for another phone line.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |



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# Troubleshoot fax codes and trace reports

## View and interpret fax error codes

Use fax error codes from the fax activity log to solve problems with the product fax features.

| Code number | Description |
|---|---|
| 232 | Possible causes include the following:<br>• A communication failure has occurred between the two machines.<br>• The user at the remote machine may have pressed the Stop button.<br>• The power at the remote machine has been interrupted, or deliberately turned off causing the fax session to be interrupted.<br>To solve the issue, try the following steps:<br>1. Resend the fax at a different time when telephone line conditions have improved.<br>2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting. |
| 282 | The product has not received any data at the start of a page during reception in error correction mode, but the modem has not detected a remote disconnect. The remote machine is probably transmitting sync frames instead of data and has either jammed or broken.<br>The remote machine is probably transmitting sync frames instead of data and has either jammed or broken. Have the sender resend the fax after first requesting that the sender verify that the sending machine is working correctly. |
| 321 | There was a communication error with the receiving fax machine due to poor telephone line conditions.<br>Resend the fax at a different time when telephone line conditions have improved. |
| 344-348 | Possible causes include the following:<br>• The remote machine has failed to respond to a fax command from the local machine due to the connection being interrupted.<br>• The user at the remote machine may have pressed the Stop button.<br>• In rare instances, incompatibility between the two machines can cause the remote machine to simply terminate the call.<br>To solve the issue, try the following steps:<br>1. Resend the fax at a different time when telephone line conditions have improved.<br>2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting. |
| 381 | Possible causes include the following:<br>• The remote machine has failed to respond to a fax command from the local machine due to the connection being interrupted.<br>• The user at the remote machine may have pressed the Stop button.<br>To solve the issue, try the following steps:<br>1. Resend the fax at a different time when telephone line conditions have improved.<br>2. If the error persists, and error correction is in use for the fax session, disable the Error Correction setting. |



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### Fax trace report

A fax T.30 trace report has information that can help resolve fax transmission problems. If you call HP for help in resolving these problems, print a T.30 trace report before you call.

1. From the Home screen, touch the Setup button.
2. Touch the Service menu.
3. Touch the Fax Service menu.
4. Touch the Print T.30 Trace button, and then touch the Now button.

## Fax logs and reports

Use the following instructions to print fax logs and reports:

### Print all fax reports

Use this procedure to print all of the following reports at one time:

- Last Call Report
- Fax Activity Log
- Phone Book Report
- Junk Fax List
- Billing Report (when Billing Codes are turned on)
- Configuration Report
- Usage Page

1. From the Home screen, touch the Fax button.

2. Touch the Fax Menu button.
3. Touch the Fax Reports button.
4. Touch the Print All fax Reports button.

### Print individual fax reports

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.



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3. Touch the Fax Reports button.
4. Touch the name of the report that you want to print.

### Set the fax error report

A fax error report is a brief report that indicates the product experienced a fax job error. You can set it to print after the following events:

- Every fax error (the factory-set default)
- Send fax error
- Receive fax error
- Never

**NOTE:** With this option, you will have no indication that a fax failed to be transmitted unless you print a fax activity log.

1. From the Home screen, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Fax Reports button.
4. Touch the Fax Error Report button, and then touch the printing option that you want to use.

## Change error correction and fax speed

### Set the fax-error-correction mode

Usually, the product monitors the signals on the telephone line while it is sending or receiving a fax. If the product detects an error during the transmission and the error-correction setting is On, the product can request that the portion of the fax be resent. The factory-set default for error correction is On.

You should turn off error correction only if you are having trouble sending or receiving a fax, and you are willing to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.

1. From the Home screen, touch the Setup button.
2. Touch the Service menu.
3. Touch the Fax Service menu.
4. Touch the Error Correction button, and then touch the On button.

### Change the fax speed

The fax-speed setting is the modem protocol that the product uses to send faxes. It is the worldwide standard for full-duplex modems that send and receive data across telephone lines at up to 33,600 bits per second (bps). The factory-set default for the fax-speed setting is Fast(V.34).



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You should change the setting only if you are having trouble sending a fax to or receiving a fax from a particular device. Decreasing the fax speed might be useful when you are trying to send a fax overseas, or receive one from overseas, or if you are using a satellite telephone connection.

1. From the Home screen, touch the Setup button.
2. Touch the Fax Setup menu.
3. Touch the Advanced Setup menu.
4. Scroll to and touch the Fax Speed button, and then touch the speed setting that you want to use.

## Solve problems sending faxes

- An error message displays on the control panel
- The control panel displays a Ready message with no attempt to send the fax
- The control panel displays the message "Storing page 1" and does not progress beyond that message
- Faxes can be received, but not sent
- Unable to use fax functions from the control panel
- Unable to use speed dials
- Unable to use group dials
- Receive a recorded error message from the phone company when trying to send a fax
- Unable to send a fax when a phone is connected to the product

### An error message displays on the control panel

#### The Communication error. message appears

- Allow the product to retry sending the fax. Re-sending temporarily reduces the fax speed.
- Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line.
- Try a different phone cord.
- From the control panel, change the Fax Speed option to the Medium(V.17) setting or Slow(V.29) setting.
  a. From the Home screen, touch the Setup button.
  b. Open the Fax Setup menu.
  c. Open the Advanced Setup menu.
  d. Open the Fax Speed menu.
  e. Select the correct setting.



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- Turn off the Error Correction option.
  a. From the Home screen, touch the Setup button.
  b. Open the Service menu.
  c. Open the Fax Service menu.
  d. Open the Error Correction menu.
  e. Select the Off setting.

**NOTE:** Turning off the Error Correction option can reduce image quality.

- If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box.

### No dial tone.

- Make sure that the telephone cord is plugged into the correct port on the product.
- Make sure that the telephone cord from the product is plugged directly into the wall telephone jack.
- Check for a dial tone on the phone line by using the Start Fax button.
- Unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.
- Unplug the telephone cord from both the product and the wall and replug the cord.
- Make sure that you are using the telephone cord that came with the product.
- Plug the product phone cord into a jack for another phone line.
- Check the phone line by using the Run Fax Test option from the Service menu on the control panel.
  a. From the Home screen, touch the Setup button.
  b. Open the Service menu.
  c. Open the Fax Service menu.
  d. Select the Run Fax Test item.

### The Fax is busy. message appears

- Try sending the fax again.
- Call the recipient to ensure that the fax machine is on and ready.
- Check that you are dialing the correct fax number.
- Check for a dial tone on the phone line by using the Start Fax button.
- Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.
- Plug the product phone cord into a jack for another phone line, and try sending the fax again.
- Try a different phone cord.



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- Send the fax at a later time.
- If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box.

### The No fax answer. message appears

- Try to resend the fax.
- Call the recipient to ensure that the fax machine is on and ready.
- Check that you are dialing the correct fax number.
- Unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.
- Plug the product phone cord into a jack for another phone line.
- Try a different phone cord.
- Make sure that the phone cord from the wall telephone jack is plugged into the line port.
- Check the phone line by using the Run Fax Test option from the Service menu on the control panel.
  a. From the Home screen, touch the Setup button.
  b. Open the Service menu.
  c. Open the Fax Service menu.
  d. Select the Run Fax Test item.
- If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box.

### Document feeder paper jam

- Verify that the paper meets product size requirements. The product does not support pages longer than 381 mm (15 in) for faxing.
- Copy or print the original to letter, A4, or legal size paper, and then resend the fax.

### The Fax storage is full. message appears

- Turn the product off then on.
- Print stored faxes that have not been printed.
  a. Touch the Fax button, and then touch the Fax Menu button.
  b. Open the Receive Options menu.
  c. Select the Print Private Faxes item.
  d. Provide the password when the product prompts you.
- Delete stored faxes from memory.
  a. From the Home screen, touch the Setup button.
  b. Open the Service menu.



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c. Open the Fax Service menu.

d. Select the Clear Saved Faxes item.

- Divide the large fax job into smaller sections, and then fax them individually.

### Scanner error

- Verify that the paper meets product size requirements. The product does not support pages longer than 381 mm (15 in) for faxing.
- Copy or print the original onto letter, A4, or legal size paper and then resend the fax.

## The control panel displays a Ready message with no attempt to send the fax

- Check the fax activity log for errors.

  a. Touch the Fax button, and then touch the Fax Menu button.

  b. Open the Fax Reports menu.

  c. Open the Fax Activity Log menu.

  d. Select the Print Log Now option.

- If a phone is connected to the product, make sure that the phone is hung up.
- Disconnect all other lines between the fax and the product.
- Connect the product directly into the wall telephone jack and resend the fax.

## The control panel displays the message "Storing page 1" and does not progress beyond that message

- Delete stored faxes from memory.

  a. From the Home screen, touch the Setup button.

  b. Open the Service menu.

  c. Open the Fax Service menu.

  d. Select the Clear Saved Faxes item.

## Faxes can be received, but not sent

Send fax and nothing happens.

1. Check for a dial tone on the phone line by using the Start Fax button.
2. Turn the product off then on.
3. Use the control panel or the HP Fax Setup Wizard to configure the fax time, date, and fax header information.

   a. From the Home screen, touch the Setup button.

   b. Open the Fax Setup menu.

   c. Open the Basic Setup menu.



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d. Open the Fax Header menu.

e. Enter the correct settings.

4. Verify that any extension phones on the line are hung up.

5. If using a DSL service, make sure that the phone line connection to the product includes a high-pass filter.

## Unable to use fax functions from the control panel

- The product might be password protected. Use the HP Embedded Web Server, HP Toolbox software, or the control panel to set a password.
- If you do not know the password for the product, contact your system administrator.
- Verify with the system administrator that the fax functionality has not been disabled.

## Unable to use speed dials

- Make sure that the fax number is valid.
- If an outside line requires a prefix, turn on the Dial Prefix option or include the prefix in the speed dial number.

  a. From the Home screen, touch the Setup button.

  b. Open the Fax Setup menu.

  c. Open the Basic Setup menu.

  d. Open the Dial Prefix menu.

  e. Select the On setting.

## Unable to use group dials

- Make sure that the fax number is valid.
- If an outside line requires a prefix, turn on the Dial Prefix option or include the prefix in the speed dial number.

  a. From the Home screen, touch the Setup button.

  b. Open the Fax Setup menu.

  c. Open the Basic Setup menu.

  d. Open the Dial Prefix menu.

  e. Select the On setting.

- Set up all entries in the group with speed dial entries.

  a. Open an unused speed dial entry.

  b. Enter the fax number for the speed dial.

  c. Touch the OK button to save the speed dial.



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## Receive a recorded error message from the phone company when trying to send a fax

- Make sure you dial the fax number correctly, and make sure that the phone service is not blocked. For example, some phone services might prevent long distance calling.
- If an outside line requires a prefix, turn on the Dial Prefix option or include the prefix in the speed dial number.

  **a.** From the Home screen, touch the Setup button.

  **b.** Open the Fax Setup menu.

  **c.** Open the Basic Setup menu.

  **d.** Open the Dial Prefix menu.

  **e.** Select the On setting.

  **NOTE:** To send a fax without a prefix, when the Dial Prefix option is turned on, send the fax manually.

- Send a fax to an international number

  **a.** If a prefix is required, manually dial the telephone number with the prefix.

  **b.** Enter the country/region code before dialing the phone number.

  **c.** Wait for pauses as you hear the tones on the phone.

  **d.** Send the fax manually from the control panel.

## Unable to send a fax when a phone is connected to the product

- Make sure that the telephone is hung up.
- Make sure that the telephone is not being used for a voice call when faxing.
- Unplug the phone from the line, and then try sending the fax.



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# Solve problems receiving faxes

- The fax does not respond
- An error message displays on the control panel
- A fax is received but does not print
- Sender receives a busy signal
- No dial tone
- Cannot send or receive a fax on a PBX line

## The fax does not respond

### The fax has a dedicated phone line

- Set the Answer Mode option to the Automatic setting from the control panel.
  a. From the Home screen, touch the Setup button.
  b. Open the Fax Setup menu.
  c. Open the Basic Setup menu.
  d. Open the Answer Mode menu.
  e. Select the Automatic setting.

### An answering machine is connected to the product

- Set the Answer Mode option to the TAM setting and plug the answering machine into the “telephone” port.
  a. From the Home screen, touch the Setup button.
  b. Open the Fax Setup menu.
  c. Open the Basic Setup menu.
  d. Open the Answer Mode menu.
  e. Select the TAM setting.

  If the TAM setting is unavailable, set the Answer Mode option to the Automatic setting.
- Set the Rings to Answer setting to at least one ring more than the number of rings for which the answering machine is set.
  a. From the Home screen, touch the Setup button.
  b. Open the Fax Setup menu.
  c. Open the Basic Setup menu.
  d. Open the Rings to Answer menu.
  e. Select the correct setting.



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- Plug the answering machine into the “telephone” port.
- If the product has a telephone handset connected, set the Answer Mode option to the Fax/Tel setting to route calls to the correct device. When detecting a voice call, the product generates a ring tone that alerts you to pick up the telephone handset.
    a. From the Home screen, touch the Setup button.
    b. Open the Fax Setup menu.
    c. Open the Basic Setup menu.
    d. Open the Answer Mode menu.
    e. Select the Fax/Tel setting.

### A telephone handset is connected to the product

Set the Answer Mode option to the Automatic setting.

1. From the Home screen, touch the Setup button.
2. Open the Fax Setup menu.
3. Open the Basic Setup menu.
4. Open the Answer Mode menu.
5. Select the Automatic setting.

### The Answer Mode setting is set to the Manual setting

- Touch the Start Fax button on the control panel.

### Voice mail is available on the fax line

- Add a distinctive ring service to your telephone line and change the Distinctive Ring setting on the product to match the ring pattern supplied by the telephone company. Contact your telephone company for information.
    a. Verify that the answer mode is set to the Automatic setting.
    b. From the Home screen, touch the Setup button.
    c. Open the Fax Setup menu.
    d. Open the Basic Setup menu.
    e. Open the Distinctive Ring menu.
    f. Select the correct setting.
- Buy a dedicated line for faxing.
- Set the Answer Mode option to the Manual setting.
    a. From the Home screen, touch the Setup button.
    b. Open the Fax Setup menu.
    c. Open the Basic Setup menu.



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d. Open the Answer Mode menu.

e. Select the Manual setting.

**NOTE:** You must be present to receive faxes.

### The product is connected to a DSL phone service

- Check the installation and features. A DSL modem requires a high-pass filter on the phone line connection to the product. Contact your DSL service provider for a filter or buy a filter.
- Verify that the filter is plugged in.
- Replace the existing filter to make sure that it is not defective.

### The product uses a fax over IP or VoIP phone service

- Set the Fax Speed option to the Slow(V.29) or Medium(V.17) setting, or disable the Fast(V.34) setting.

  a. From the Home screen, touch the Setup button.

  b. Open the Fax Setup menu.

  c. Open the Advanced Setup menu.

  d. Open the Fax Speed menu.

  e. Select the correct setting.

- Contact your service provider to make sure that fax is supported and for a recommended fax speed settings. Some companies might require an adapter.

## An error message displays on the control panel

### The No fax detected. message appears

**NOTE:** This error does not always refer to a missed fax. If a voice call is made to a fax number by mistake and the caller hangs up, the **No fax detected.** message appears on the control panel.

- Ask the sender to resend the fax.
- Make sure that the telephone cord from the product is plugged into the wall telephone jack.
- Try a different phone cord.
- Plug the product phone cord into a jack for another phone line.
- Make sure the telephone line and phone wall jack are active by plugging in a telephone and checking for a dial tone.
- Make sure that the telephone cord is plugged into the “line” port on the product.
- Check the phone line by running a fax test from the control panel.
- If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box.



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### The Communication error. message appears

- Ask the sender to send the fax again or send at a later time when line conditions have improved.
- Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line.
- Try a different phone cord.
- Set the Fax Speed option to the Slow(V.29) or Medium(V.17) setting, or disable the Fast(V.34) setting.
  a. From the Home screen, touch the Setup button.
  b. Open the Fax Setup menu.
  c. Open the Advanced Setup menu.
  d. Open the Fax Speed menu.
  e. Select the correct setting.
- Turn off the Error Correction feature to prevent automatic error correction.

  **NOTE:** Turning off the Error Correction feature can reduce image quality.

  a. From the Home screen, touch the Setup button.
  b. Open the Service menu.
  c. Open the Fax Service menu.
  d. Open the Error Correction menu.
  e. Select the Off setting.
- Print the Fax Activity Log report from the control panel to determine if the error occurs with a specific fax number.
  a. Touch the Fax button, and then touch the Fax Menu button.
  b. Open the Fax Reports menu.
  c. Open the Fax Activity Log menu.
  d. Select the Print Log Now option.
- If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box.

### The Fax storage is full. message appears

- Turn the product off then on.
- Print all of the faxes, and then have the sender resend the fax.
- Ask the sender to divide a large fax job into smaller sections, and then fax them individually.



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- Make sure that the resolution of the sending fax machine is not set to the Photo setting or the Superfine setting.

  a. From the Home screen, touch the Setup button.

  b. Open the Fax Setup menu.

  c. Open the Advanced Setup menu.

  d. Open the Fax Resolution menu.

  e. Select the correct setting.

- Cancel all fax jobs or clear the faxes from memory.

### The Fax is busy. message appears

- The product cannot receive a fax while attempting to send one. Cancel the fax send and try sending at a later time.
- Allow the product to try sending the fax again.

## A fax is received but does not print

### The Private Receive feature is on

- When the Private Receive feature is activated, received faxes are stored in memory. A password is required to print the stored faxes.
- Enter the password to print the fax. If you do not know the password, contact the product administrator.

**NOTE:** Memory errors might occur if the faxes are not printed. The product will not answer if the memory is full.

## Sender receives a busy signal

### A handset is connected to the product

- Make sure the phone is hung up.
- Change the Answer Mode option to match the product setup.

  a. From the Home screen, touch the Setup button.

  b. Open the Fax Setup menu.

  c. Open the Basic Setup menu.

  d. Open the Answer Mode menu.

  e. Select the setting that matches the product setup.

     Set the Answer Mode option to the Fax/Tel setting to automatically receive faxes. The Fax/Tel setting automatically detects whether the incoming transmission is a fax or a voice call and routes the call to the appropriate device.



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### A phone line splitter is being used

- If you are using a phone line splitter, remove the splitter and set up the phone as a downstream phone.
- Make sure the phone is hung up.
- Make sure the phone is not being used for a voice call when faxing.

## No dial tone

- If using a phone line splitter, remove the phone line splitter and set up the phone as a downstream phone.

## Cannot send or receive a fax on a PBX line

- If you are using a PBX phone line, contact your PBX administrator to configure an analog fax line for your product.



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## Solve general fax problems

- Faxes are sending slowly
- Fax quality is poor
- Fax cuts off or prints on two pages

### Faxes are sending slowly

The product is experiencing poor phone line quality.

- Retry sending the fax when the line conditions have improved.
- Check with the phone service provider that the line supports fax.
- Turn off the Error Correction setting.
  a. Open the Setup menu.
  b. Open the Service menu.
  c. Open the Fax Service menu.
  d. Open the Error Correction menu.
  e. Select the Off setting.

  **NOTE:** This can reduce image quality.
- Use white paper for the original. Do not use colors such as gray, yellow, or pink.
- Increase the Fax Speed setting.
  a. Open the Setup menu.
  b. Open the Fax Setup menu.
  c. Open the Advanced Setup menu.
  d. Open the Fax Speed menu.
  e. Select the correct setting.
- Divide large fax jobs into smaller sections, and then fax them individually.
- Change the fax settings on the control panel to a lower resolution.
  a. Open the Setup menu.
  b. Open the Fax Setup menu.
  c. Open the Advanced Setup menu.
  d. Open the Fax Resolution menu.
  e. Select the correct setting.



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## Fax quality is poor

Fax is blurry or light.

- Increase fax resolution when sending faxes. Resolution does not affect received faxes.
  a. Open the Setup menu.
  b. Open the Fax Setup menu.
  c. Open the Advanced Setup menu.
  d. Open the Fax Resolution menu.
  e. Select the correct setting.

**NOTE:** Increasing resolution slows transmission speed.

- Turn on the Error Correction setting from the control panel.
  a. Open the Setup menu.
  b. Open the Service menu.
  c. Open the Fax Service menu.
  d. Open the Error Correction menu.
  e. Select the On setting.
- Check the print cartridges and replace if necessary.
- Ask the sender to darken the contrast setting on the sending fax machine, and then resend the fax.

## Fax cuts off or prints on two pages

- Set the Default Paper Size setting. Faxes print on a single size of paper based on the Default Paper Size settings.
  a. Open the Setup menu.
  b. Open the System Setup menu.
  c. Open the Paper Setup menu.
  d. Open the Default Paper Size menu.
  e. Select the correct setting.
- Set the paper type and size for the tray used for faxes.
- Turn on the Fit to Page setting to print longer length faxes on letter or A4 size paper.
  a. Open the Setup menu.
  b. Open the Fax Setup menu.
  c. Open the Advanced Setup menu.



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d. Open the Fit to Page menu.

e. Select the On setting.

**NOTE:** If the Fit to Page setting is off and the Default Paper Size setting is set to letter, a legal size original prints on two pages.

# Regulatory information and warranties

For regulatory and warranty information, see Additional statements for telecom (fax) products on page 277.



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# 12 Manage and maintain the product


- Print information pages
- Use the HP ToolboxFX software
- Use the HP Embedded Web Server
- Use HP Web Jetadmin software
- Product security features
- Economy settings
- Manage supplies and accessories
- Clean the product
- Product updates




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# Print information pages

Information pages reside within the product memory. These pages help diagnose and solve problems with the product.

**NOTE:** If the product language was not correctly set during installation, you can set the language manually so the information pages print in one of the supported languages. Change the language by using the System Setup menu on the control panel or the HP Embedded Web Server.

| Menu Item | Description |
|---|---|
| Demo Page | Prints a page that demonstrates print quality |
| Menu Structure | Prints a control-panel menu layout map. |
| Configuration Report | Prints a list of the product settings |
| Supplies Status | Prints the print-cartridge status. Includes the following information:<br>• Estimated percentage of cartridge life remaining<br>• Approximate pages remaining<br>• Part numbers for HP print cartridges<br>• Number of pages printed<br>• Information about ordering new HP print cartridges and recycling used HP print cartridges |
| Network Summary | Displays status for:<br>• Network hardware configuration<br>• Enabled features<br>• TCP/IP and SNMP information<br>• Network statistics<br>• Wireless network configuration (wireless models only) |
| Usage Page | Displays the number of pages printed, faxed, copied, and scanned by the product |
| PCL Font List | Prints a list of all installed PCL 5 fonts |
| PS Font List | Prints a list of all installed PS fonts |
| PCL6 Font List | Prints a list of all installed PCL 6 fonts |
| Color Usage Log | Prints information about the color supply usage |
| Service Page | Prints the service page |
| Diagnostics Page | Prints diagnostic information about calibration and color quality |
| Print Quality Page | Prints a page that helps solve problems with print quality |

1. From the Home screen, touch the Setup button.
2. Touch the Reports button.
3. Touch the name of the report that you want to print.



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# Use the HP ToolboxFX software

HP ToolboxFX is a program that you can use to complete the following tasks:

- Check the product status.
- Configure the product settings.
- View troubleshooting information.

You can view HP ToolboxFX when the product is directly connected to your computer or is connected to the network. You must perform a recommended software installation to use HP ToolboxFX.

**NOTE:** HP ToolboxFX is not supported for Windows 2000, Windows Server 2003, Windows XP (64-bit), or Macintosh operating systems. To use HP ToolboxFX, you must have TCP/IP protocol installed on your computer.

You do not have to have Internet access to open and use HP ToolboxFX.

## View the HP ToolboxFX

Open HP ToolboxFX in one of these ways:

- In the Windows system tray, double-click the HP ToolboxFX icon ().
- On the Windows **Start** menu, click **Programs** (or **All Programs** in Windows XP and Vista), click **HP**, click the name of this product, and then click **HP ToolboxFX**.

## Status

The **Status** folder contains links to the following main pages:

- **Device status**. This page indicates product conditions such as a jam or an empty tray. After you correct a problem, click **Refresh status** to update the product status.
- **Supplies status**. View details such as the estimated percent of life remaining in the print cartridge and the number of pages that have been printed with the current print cartridge. This page also has links for ordering supplies and for finding recycling information.
- **Device configuration**. View a detailed description of the current product configuration, including the amount of memory installed and whether optional trays are installed.
- **Network summary**. View a detailed description of the current network configuration, including the IP address and network status.
- **Reports**. Print the Configuration report and other information pages.
- **Color usage job log**. View color usage information for the product.
- **Event log**. View a history of product errors. The most recent error is listed first.

### Event log

The event log is a table where the product events are logged for your reference. The log contains codes that correspond to the error messages that appear on the product control panel display. The number in the Page Count column specifies the total number of pages that the product had printed when the error occurred.



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## Fax

Use the HP ToolboxFX **Fax** tab to perform fax tasks from your computer. The **Fax** tab contains links to the following main pages:

- **Fax Receive**. Set the fax receive mode.
- **Fax Phone Book**. Add, edit, or delete entries in the product phone book.
- **Fax Send Log**. View all of the recent faxes that have been sent from the product.
- **Fax Receive Log**. View all of the recent faxes that have been received by the product.
- **Block Faxes**. Add, delete, or view fax numbers that are blocked.

### Fax Receive

The following options are available when receiving a fax:

- Print the fax. You can also select an option to have a message appear on your computer to notifying you when the fax was printed.
- Forward the fax to another fax machine.

**NOTE:** You must click **Apply** before the changes take effect.

### Fax phone book

Use the HP ToolboxFX fax phone book to add and remove individuals or groups on your speed-dial list, import phone books from a variety of sources, and update and maintain the contact list.

- To add an individual contact to the speed-dial list, select the row of the speed dial number that you want to specify. Type the contact name in the **Contact name** window. Type the fax number in the **Fax number** window. Click **Add**.
- To add a group of contacts to the speed-dial list, select the row of the speed-dial number that you want to specify. Click **Add Group**. Double-click a contact name from the list on the left to move it to the group list on the right, or select a name on the left and then click the appropriate arrow to move it to the group list on the right. You can also use those two methods to move names from right to left. When you have created a group, type a name in the **Group name** window, and then click **OK**.
- To edit an existing individual speed-dial entry, click anywhere on the row containing the contact name to select it, and then click **Update**. Type changes in the appropriate windows, and then click **OK**.
- To edit an existing group-speed-dial entry, click anywhere on the row containing the group name to select it, and then click **Update Group**. Make any required changes, and then click **OK**.
- To delete an entry from the speed-dial list, select the item, and then click **Delete**.
- To move speed dial entries, select the entry and then click **Move**, or select **Move** and then specify the entry in the dialog box. Either select **Next empty row** or specify the number of the row where you want to move the entry.

**NOTE:** If you specify a row that is occupied, the new entry will overwrite the existing entry.



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- To import contacts from a phone book that exists in Lotus Notes, Outlook, or Outlook Express, click **Import/Export Phone Book**. Select the **Import** option, and then click **Next**. Select the appropriate software program, navigate to the appropriate file, and then click **Finish**. To export contacts from a phone book, click **Import/Export Phone Book**. Select the **Export** option, and then click **Next**. Enter the file name or browse to the file to which you want to export contacts, and then click **Finish**. You can also select individual entries from the phone book instead of importing the entire phone book.
- To delete all entries, click **Delete All**, and then click **Yes**.

In addition to numerical digits, the following are valid characters for fax numbers:

- (
- )
- +
- -
- *
- #
- R
- W
- .
- ,
- <space>

**NOTE:** You must click **Apply** before the changes take effect.



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### Fax send log

The HP ToolboxFX fax send log lists all recently sent faxes and information about them, including the date and time sent, job number, fax number, page count, and the results.

Click any column heading in the fax send log to re-sort the information in that column in ascending or descending order.

The **Results** column provides the fax status. If the fax attempt was unsuccessful, this column provides a description of why the fax was not sent.

### Fax receive log

The HP ToolboxFX fax receive log provides a list of all recently received faxes and information about them including the date and time received, job number, fax number, page count, results, and an abbreviated fax image.

The fax receive log can be used to block future faxes. Check the **Block Fax** box next to a received fax listed on the log.

Click on any column heading in the fax receive log to re-sort the information in that column in ascending or descending order.

The **Results** column provides the fax status. If the fax attempt was unsuccessful, this column provides a description of why the fax was not received.

**NOTE:** You must click **Apply** before the changes take effect.

### Block Faxes

**Block Faxes** provides a list of all numbers that are blocked. Add, modify, or delete blocked fax numbers on this tab.

## Help

The **Help** folder contains links to the following main pages:

- **Color Printing Tools**. Open Microsoft Office Basic Colors or the full palette of color with associated RGB values. Use the HP Basic Color Match to adjust spot colors in your printed output.



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## System Settings

The HP ToolboxFX **System Settings** tab contains links to the following main pages:

- **Device Information**. View information about the product, such as the product description and a contact person.
- **Paper Setup**. Change the product paper-handling settings, such as default paper size and default paper type.
- **Print Quality**. Change the product print-quality settings.
- **Print Density**. Change the print-density settings, such as contrast, highlights, midtones, and shadows.
- **Paper Types**. Change the mode settings for each media type, such as letterhead, prepunched, or glossy paper.
- **System Setup**. Change the system settings, such as jam recovery and auto-continue. Change the **Cartridge low threshold** setting, which sets the toner level that causes a Low toner pop-up alert.
- **Device Polling**. Change the product polling settings, which determine how often HP ToolboxFX collects data from the product.
- **Save/Restore Settings**. Save the current settings for the product to a file on the computer. Use this file to load the same settings onto another product or to restore these settings to this product at a later time.
- **Product Security**. Set, change, or clear the product security password.

### Device Information

The Device Information page stores data about your product for future reference. The information that you type in the fields on this page appears on the Configuration page. You can type any character in each of these fields.

**NOTE:** You must click **Apply** before your changes take effect.



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## Paper Setup

Use these options to configure your default settings.

The following options are available for handling print jobs when the product is out of paper:

- Select **Wait for paper to be loaded**.
- Select **Cancel** from the **Paper out action** drop-down list to cancel the print job.

The **Paper out time** field specifies how long the product waits before acting on your selections. You can specify from 0 to 3600 seconds.

**NOTE:** You must click **Apply** before your changes take effect.

## Print Quality

Use these options to improve the appearance of your print jobs.

### Color Calibration

- **Power On Calibration**. Specify whether the product should calibrate when you turn it on.
- **Calibration Timing**. Specify how frequently the product should calibrate.
- **Calibrate Now**. Set the product to calibrate immediately.

**NOTE:** You must click **Apply** before your changes take effect.

## Print Density

Use these settings to make fine adjustments in the amount of each color of toner that is used for your printed documents.

- **Contrasts**. Contrast is the range of difference between light (highlight) and dark (shadow) colors. To increase the overall range between light and dark colors, increase the **Contrasts** setting.
- **Highlights**. Highlights are colors that are nearly white. To darken highlight colors, increase the **Highlights** setting. This adjustment does not affect midtone or shadow colors.
- **Midtones**. Midtones are colors that are halfway between white and solid density. To darken midtone colors, increase the **Midtones** setting. This adjustment does not affect highlight or shadow colors.
- **Shadows**. Shadows are colors that are nearly solid density. To darken shadow colors, increase the **Shadows** setting. This adjustment does not affect highlight or midtone colors.

## Paper Types

Use these options to configure print modes that correspond to the various media types. To reset all modes to factory default settings, select **Restore modes**.

**NOTE:** You must click **Apply** before your changes take effect.

## System setup

Use the HP ToolboxFX system settings options to configure global settings for copy, fax, scan, and print, such as jam recovery and auto-continue.



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NOTE: You must click **Apply** before the changes take effect.

### Device polling

You can turn off HP ToolboxFX device polling to reduce network traffic.

NOTE: You must click **Apply** before the changes take effect.

## Print Settings

The HP ToolboxFX **Print Settings** tab contains links to the following main pages:

- **Printing**. Change the default product print settings, such as number of copies and paper orientation.
- **PCL5**. View and change the PCL5 settings.
- **PostScript**. View and change the PS settings.

### Printing

Use these options to configure the settings for all print functions. These are the same options that are available on the control panel.

NOTE: You must click **Apply** before your changes take effect.

### PCL5

Use these options to configure the settings when you are using the PCL print personality.

NOTE: You must click **Apply** before your changes take effect.

### PostScript

Use this option when you are using the PostScript print personality. When the **Print PostScript error** option is turned on, the PostScript error page automatically prints when PostScript errors occur.

NOTE: You must click **Apply** before your changes take effect.

## Network Settings

The network administrator can use this tab to control the network-related settings for the product when it is connected to an IP-based network.

NOTE: You cannot configure wireless network settings by using the HP ToolboxFX software.



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# Use the HP Embedded Web Server

This product is equipped with an embedded Web server (EWS), which provides access to information about product and network activities. A Web server provides an environment in which web programs may run, much in the same way that an operating system, such as Windows, provides an environment for programs to run on a computer. The output from these programs can then be displayed by a Web browser, such as Microsoft Internet Explorer, Safari, or Netscape Navigator.

An “embedded” Web server resides on a hardware device (such as an HP LaserJet product) or in firmware, rather than as software that is loaded on a network server.

The advantage of an EWS is that it provides an interface to the product that anyone with a network-connected product and computer can use. There is no special software to install or configure, but you must have a supported Web browser on the computer. To gain access to the EWS, type the IP address for the product in the address line of the browser. To find the IP address, print a configuration page.

**NOTE:** For Macintosh operating systems, you can use the EWS over a USB connection after installing the Macintosh software included with the product.

## Open the HP Embedded Web Server

To open the HP Embedded Web Server, type the IP address or host name of the product in the address field of a supported Web browser. To find the IP address or host name, print a configuration page.

**NOTE:** If an error occurs while opening the HP Embedded Web Server, confirm that the proxy settings are correct for your network.

**TIP:** After you open the URL, bookmark it so that you can return to it quickly in the future.

## Features

The EWS allows you to view product and network status and manage printing functions from a computer. With the EWS, you can complete the following tasks:

- View product status information
- Determine the remaining life on all supplies and order new ones
- View and change part of the product configuration
- View and print some internal pages
- Select the language in which to display the EWS pages and control panel messages
- View and change network configuration
- Set, change, or clear the product security password.

**NOTE:** Changing network settings in the EWS might disable some of product software or features.



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# Use HP Web Jetadmin software

HP Web Jetadmin is a Web-based software solution for remotely installing, monitoring, and troubleshooting network-connected peripherals. Management is proactive, allowing network administrators the ability to resolve issues before users are affected. Download this free, enhanced-management software at www.hp.com/go/webjetadmin.

Device plug-ins can be installed into HP Web Jetadmin to provide support for specific product features. The HP Web Jetadmin software can automatically notify you when new plug-ins are available. On the **Product Update** page, follow the directions to automatically connect to the HP Web site and install the latest device plug-ins for your product.

**NOTE:** Browsers must be Java™-enabled. Browsing from a Mac OS is not supported.

# Product security features

The product includes a password feature that restricts access to setup features while allowing basic functions to continue. The password can be set from the EWS or the control panel.

Private receive can be used to store faxes on the product until you are at the product to print them.

## Assign a system password

Assign a password for the product so that unauthorized users cannot change the product settings.

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the **Settings** tab.
3. On the left side of the window, click the **Security** menu.
4. In the **Device Security Settings** area, click the **Configure . . .** button.
5. In the **Device Password** area, type the password in the **New Password** box, and type it again in the **Verify password** box.
6. Click the **Apply** button. Make note of the password and store it in a safe place.



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# Economy settings

## Powersave modes

The adjustable sleep mode feature reduces power consumption when the product has been inactive for an extended period. You can set the length of time before the product enters sleep mode.

**NOTE:** This mode does not affect product warm-up time.

### Set sleep mode

1. From the Home screen, touch the Setup button.
2. Touch the System Setup button.
3. Touch the Sleep Delay button.
4. Scroll to and touch the PowerSave Time button, and then touch the setting that you want to use.

## Archive print

Archive print produces output that is less susceptible to toner smearing and dusting. Use archive print to create documents that you want to preserve or archive.

1. From the Home screen, touch the Setup button.
2. Touch the Service menu.
3. Touch the Archive Print button, and then touch the On button.



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# Manage supplies and accessories

## Print when a cartridge is at estimated end of life

### Supplies messages

Supply-related notifications are communicated on the product control panel and on computers that have the full product software installed. If the full product software is not installed, you might not receive all supply-related notifications in a prominent manner. To install the full product software, insert the CD that came with the product and follow the steps for the full install.

- A **<Supply> Low** message—where <Supply> is the color cartridge—appears when a print cartridge is nearing the estimated end of its useful life.
- A **<Supply> Very Low** message appears when the print cartridge is at its estimated end of useful life. To ensure optimal print quality, HP recommends replacing a print cartridge when the **<Supply> Very Low** message appears.

Print-quality problems can occur when using a cartridge that is at its estimated end of life. The supply does not need to be replaced at this point in time unless the print quality is no longer acceptable.

**NOTE:** Using the Continue setting allows printing beyond Very Low without customer interaction and can result in unsatisfactory print quality.

When a color print cartridge becomes very low, the product prints in black only to prevent fax interruptions. To configure the product to print in color and use the remaining toner in the print cartridge past very low, follow these steps:

1. From the Home screen on the control panel, touch the Setup button.
2. Touch the System Setup button.
3. Touch the At Very Low button.
4. Touch the Color Cartridges button, and then touch the Continue button.

When you choose to replace the very low print cartridge, color printing resumes automatically.

## Enable or disable the At Very Low settings from the control panel

You can enable or disable the default settings at any time, and you do not have to re-enable them when you install a new print cartridge.

1. From the Home screen on the control panel, touch the Setup button.
2. Touch the System Setup button.
3. Touch the At Very Low button.
4. Touch the Black Cartridge or the Color Cartridges button.
5. Select one of the following options:
   - Select the Continue option to set the product to alert you that the print cartridge is very low, but to continue printing.
   - Select the Stop option to set the product to stop printing (including printing faxes) until you replace the print cartridge.



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- Select the Prompt option to set the product to stop printing (including printing faxes) and prompt you to replace the print cartridge. You can acknowledge the prompt and continue printing.
- On the Color Cartridges menu only, select Print Black (the default option) to alert you when the print cartridge is very low, but to continue printing in black only.

When the product is set to the Stop option, there is some risk that faxes will not print after the new cartridge is installed if your product has received more faxes than the memory can hold while stopped.

When the product is set to the Prompt option, there is some risk that faxes will not print after the new cartridge is installed if your product has received more faxes than the memory can hold while the product is waiting for the prompt to be acknowledged.

Once an HP supply has reached **very low**, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in Continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

# Manage print cartridges

## Print-cartridge storage

Do not remove the print cartridge from its package until you are ready to use it.

△ **CAUTION:** To prevent damage to the print cartridge, do not expose it to light for more than a few minutes.

## HP policy on non-HP print cartridges

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new or remanufactured.

**NOTE:** Any damage caused by a non-HP print cartridge is not covered under the HP warranty and service agreements.

## HP fraud hotline and Web site

Call the HP fraud hotline (1-877-219-3183, toll-free in North America) or go to www.hp.com/go/anticounterfeit when you install an HP print cartridge and the control-panel message says the cartridge is non-HP or used. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your print cartridge might not be a genuine HP print cartridge if you notice the following:

- The supplies status page indicates that a non-HP or used supply is installed.
- You are experiencing a high number of problems with the print cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

## Recycle supplies

To recycle a genuine HP print cartridge, place the used cartridge in the box in which the new cartridge arrived. Use the enclosed return label to send the used supply to HP for recycling. For complete information, see the recycling guide that is included with each new HP supply item.



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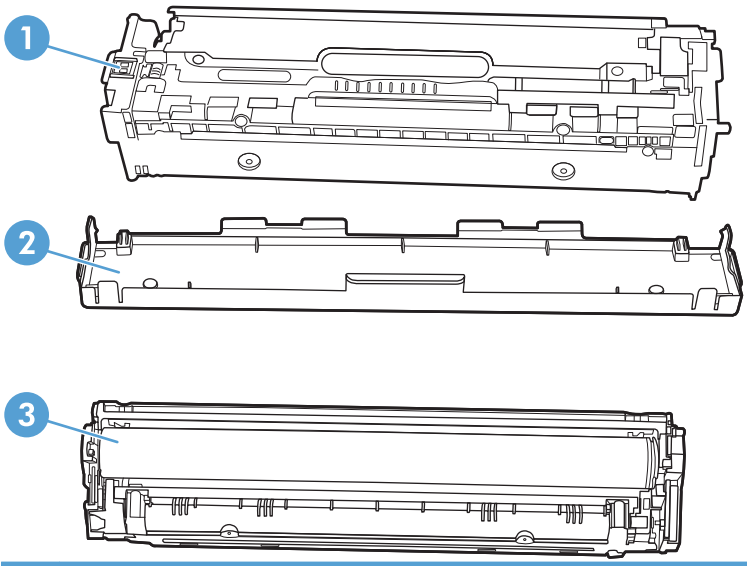
### Print cartridge layout




| | |
|---|---|
| 1 | Cartridge memory chip |
| 2 | Plastic shield |
| 3 | Imaging Drum. Do not touch the imaging drum on the bottom of the print cartridge. Fingerprints on the imaging drum can cause print-quality problems. |

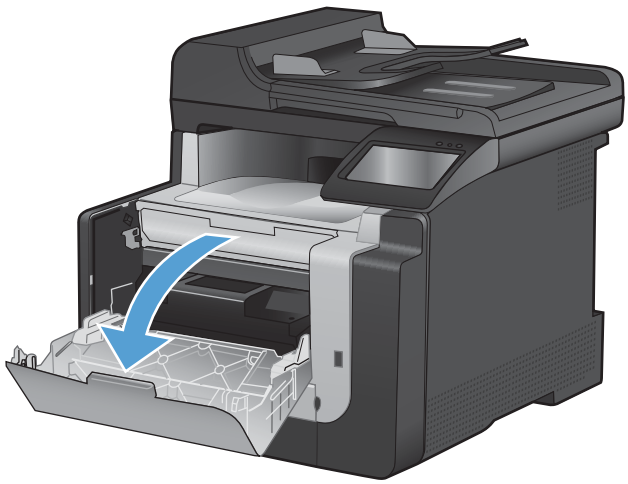
## Replacement instructions

### Replace the print cartridges

The product uses four colors and has a different print cartridge for each color: black (K), magenta (M), cyan (C), and yellow (Y).

△ **CAUTION:** If toner gets on any clothing, wipe it off with a dry cloth and wash the clothing in cold water. *Hot water sets toner into the fabric*.

1. Open the front door.





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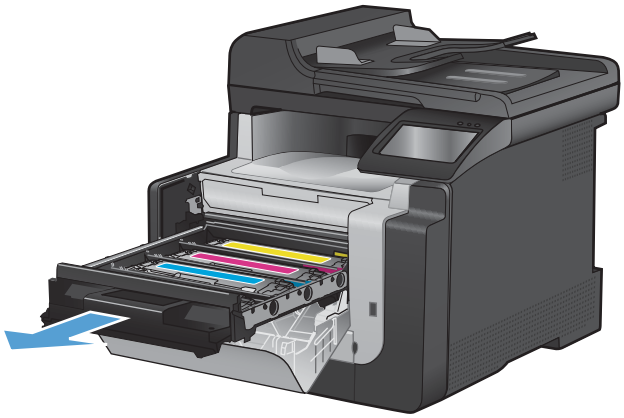
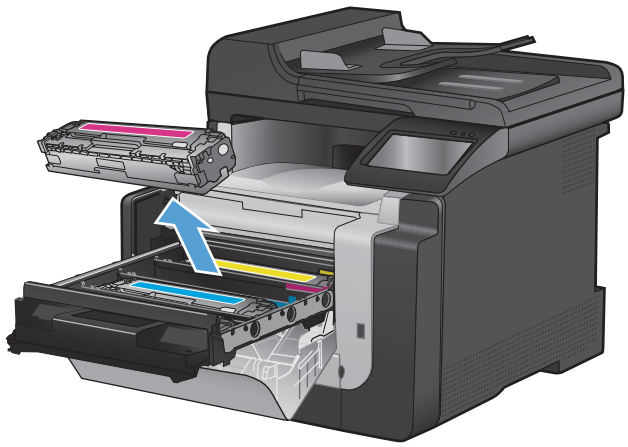
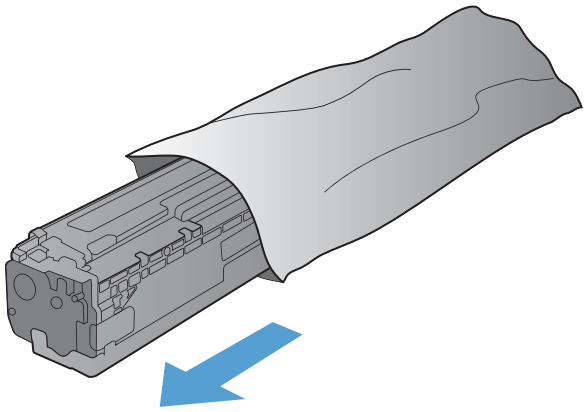
2. Pull out the print-cartridge drawer.



3. Grasp the handle on the old print cartridge and then pull the cartridge straight up to remove it.



4. Remove the new print cartridge from the packaging.





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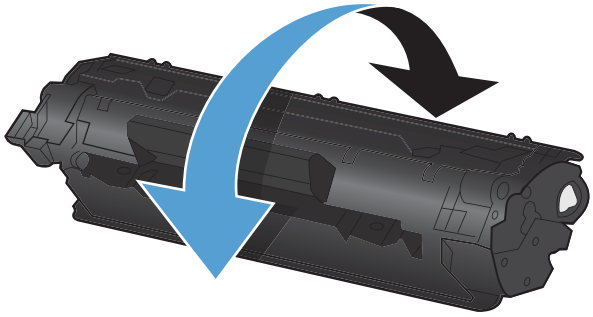
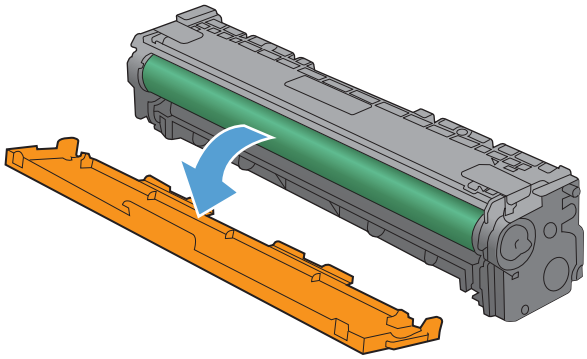
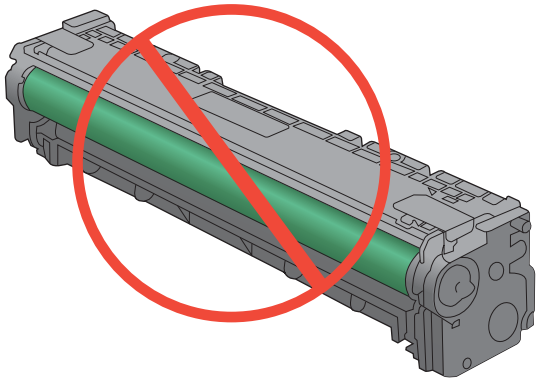
5. Gently rock the print cartridge from front to back to distribute the toner evenly inside the cartridge.



6. Remove the orange, plastic shield from the bottom of the new print cartridge.



7. Do not touch the imaging drum on the bottom of the print cartridge. Fingerprints on the imaging drum can cause print-quality problems.





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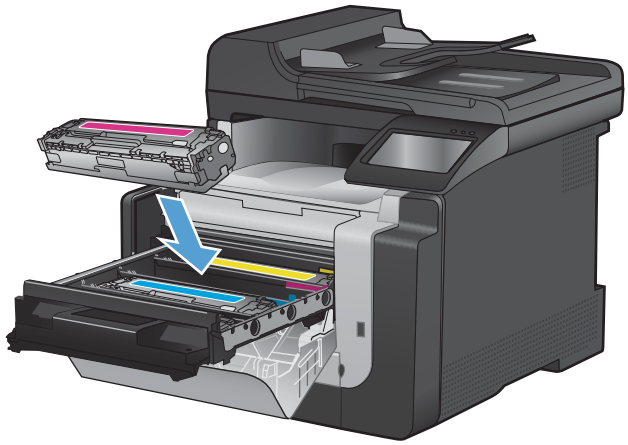
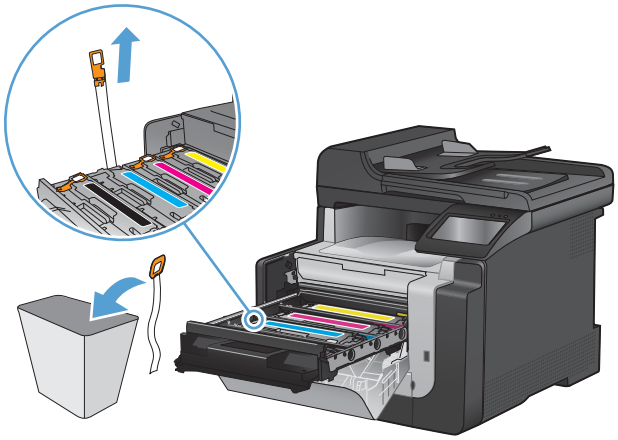
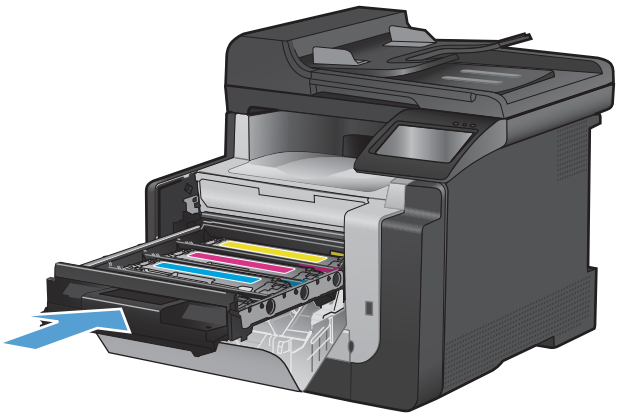
8. Insert the new print cartridge into the product.



9. Pull the tab on the left side of the print cartridge straight up to completely remove the sealing tape. Discard the sealing tape.



10. Close the print-cartridge drawer.





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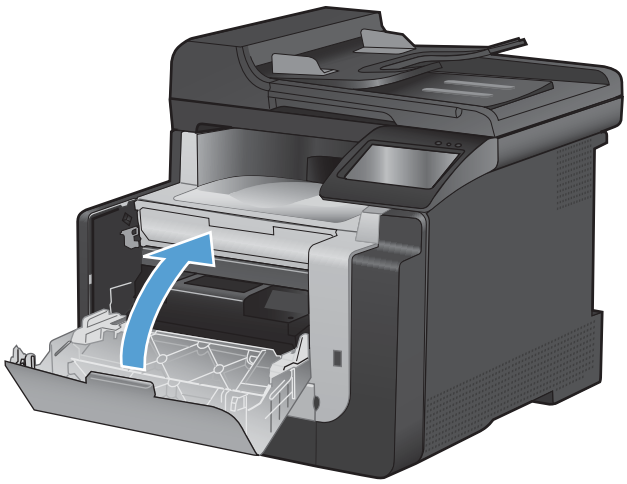
11. Close the front door.



12. Place the old print cartridge and the orange plastic shield in the box for the new print cartridge. Follow the recycling instructions that are included in the box.



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# Clean the product

## Clean the paper path

During the printing process, paper, toner, and dust particles can accumulate inside the product. Over time, this buildup can cause print-quality problems such as toner specks or smearing. This product has a cleaning mode that can correct and prevent these types of problems.

### Clean the paper path from the product control panel

1. From the Home screen, touch the Setup button.

2. Touch the Service menu.
3. Touch the Cleaning Page button.
4. Load plain letter or A4 paper when you are prompted.
5. Touch the OK button to begin the cleaning process.

   A page feeds through the product slowly. Discard the page when the process is completed.

## Clean the scanner glass strip and platen

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner glass and white plastic backing.

1. Use the power switch to turn off the product, and then unplug the power cord from the electrical socket.
2. Open the scanner lid.



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3. Clean the scanner glass and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

△ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

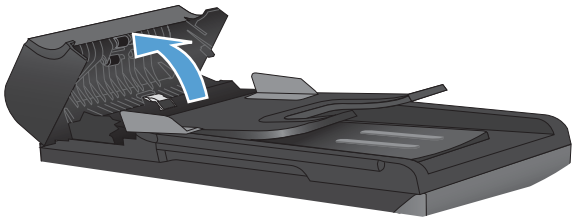
4. Dry the glass and white plastic backing with a chamois or a cellulose sponge to prevent spotting.

5. Plug in the product, and then use the power switch to turn on the product.

## Clean the document feeder pickup rollers and separation pad

If the product document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document feeder rollers and separation pad.

1. Open the document feeder cover.





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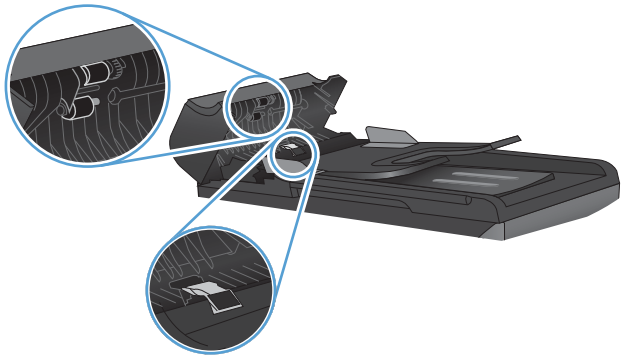
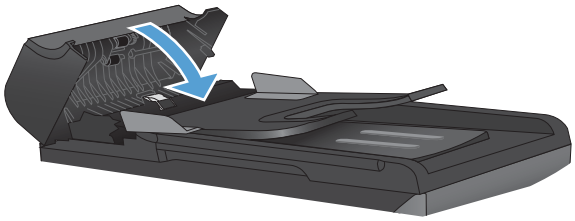
2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.



3. Close the document feeder cover.



## Clean the touch screen

Clean the touch screen whenever it is necessary to remove fingerprints or dust. Wipe the touch screen gently with a clean, water-dampened, lint-free cloth.

△ **CAUTION:** Use water only. Solvents or cleaners can damage the touch screen. Do not pour or spray water directly onto the touch screen.



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# Product updates

Software and firmware updates and installation instructions for this product are available at www.hp.com/support/CM1410series. Click **Downloads and drivers**, click the operating system, and then select the download for the product.



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# 13 Solve problems


- Self help
- Problem-solving checklist
- Factors that affect product performance
- Restore the factory-set defaults
- Interpret control-panel messages
- Paper feeds incorrectly or becomes jammed
- Improve print quality
- The product does not print or it prints slowly
- Solve walk-up USB printing problems
- Solve connectivity problems
- Solve wireless network problems
- Product software problems
- Solve common Mac problems




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# Self help

In addition to the information in this guide, other sources are available that provide helpful information.

| | |
|---|---|
| HP Help and Learn Center | The HP Help and Learn Center and other documentation are on the CD that came with the product or in the HP Program folder on your computer. The HP Help and Learn Center is a product help tool that provides easy access to product information, HP product Web support, troubleshooting, and regulatory and safety information. |
| Quick Reference Topics | Several Quick Reference Topics for this product are available at this Web site: www.hp.com/support/CM1410series<br><br>You can print these topics and keep them near the product. They are a handy reference for procedures that you perform frequently. |
| Quick Reference Guide | This guide contains procedures for the most commonly used product functions. The guide is available from this Web site: www.hp.com/support/CM1410series<br><br>You can print this guide and keep it near the product. |
| Control panel help | The control panel has built-in help that guides you through several tasks, such as replacing print cartridges and clearing jams. |



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# Problem-solving checklist

Follow these steps when trying to solve a problem with the product.

- Step 1: Check that the product power is on
- Step 2: Check the control panel for error messages
- Step 3: Test print functionality
- Step 4: Test copy functionality
- Step 5: Test the fax sending functionality
- Step 6: Test the fax receiving functionality
- Step 7: Try sending a print job from a computer
- Step 8: Test the walk-up USB printing functionality

## Step 1: Check that the product power is on

1. Make sure the product is plugged in and turned on.
2. Make sure the power cable is connected to the product and the outlet.
3. Check the power source by connecting the power cable to a different outlet.
4. If the product motors do not rotate, make sure the print cartridges are installed and that the doors are all closed. The control panel displays messages to indicate these problems.
5. If the document feeder motor does not rotate, open the document feeder cover and remove any packing material or shipping tape.
6. If the scanner bulb does not light during copying, scanning, or faxing, contact HP support.

## Step 2: Check the control panel for error messages

The control panel should indicate ready status. If an error message appears, resolve the error.

## Step 3: Test print functionality

1. From the control panel Home screen, touch the Setup button.
2. Open the Reports menu, and select the Configuration Report item to print the report.
3. If the report does not print, make sure paper is loaded in the tray, and check to control panel to see if paper is jammed inside the product.

**NOTE:** Make sure the paper in the tray meets specifications for this product.



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## Step 4: Test copy functionality

1. Place the configuration page into the document feeder and make a copy. If paper does not feed smoothly through the document feeder, you might need to clean the document feeder rollers and separation pad. Make sure the paper meets specifications for this product.
2. Place the configuration page onto the scanner glass and make a copy.
3. If the print quality on the copied pages is not acceptable, clean the scanner glass and the small glass strip.

## Step 5: Test the fax sending functionality

1. From the control panel Home screen, touch the Setup button.
2. Open the Service menu, and then open the Fax Service menu. Touch the Run Fax Test button to test the fax functionality.
3. Touch the Fax button on the product control panel, and then touch the Start Fax button.

## Step 6: Test the fax receiving functionality

1. From the control panel Home screen, touch the Setup button.
2. Open the Service menu, and then open the Fax Service menu. Touch the Run Fax Test button to test the fax functionality.
3. Use another fax machine to send a fax to the product.
4. If the product does not receive the fax, make sure that you do not have too many telephone devices connected to the product, and that all telephone devices are connected in the correct order.
5. Review and reset the product fax settings.
6. Turn off the Private Receive feature.

## Step 7: Try sending a print job from a computer

1. Use a word-processing program to send a print job to the product.
2. If the job does not print, make sure you selected the correct printer driver.
3. Uninstall and then reinstall the product software.

## Step 8: Test the walk-up USB printing functionality

1. Load a .PDF document or .JPEG photo onto a USB flash drive, and insert it in the slot on the front of the product.
2. On the control panel, touch the USB Flash Drive button, and try printing the document or photo.
3. If no documents are listed, try a different type of USB flash drive.



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# Factors that affect product performance

Several factors affect the time it takes to print a job:

- The software program that you are using and its settings
- The use of special paper (such as transparencies, heavy paper, and custom-size paper)
- Product processing and download time
- The complexity and size of graphics
- The speed of the computer you are using
- The USB or network connection
- Whether the product is printing in color or in monochrome
- The type of USB flash drive, if you are using one

# Restore the factory-set defaults

△ **CAUTION:** Restoring the factory-set defaults returns all of the product and network settings to the factory defaults, and it also clears the fax header name, phone number, and any stored faxes in the product memory. This procedure also clears the fax phone book, and deletes any pages that are stored in the memory. The procedure then automatically restarts the product.

1. On the product control panel, touch the Setup button.
2. Scroll to and touch the Service menu.
3. Scroll to and touch the Restore Defaults button, and then touch the OK button.

   The product automatically restarts.



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# Interpret control-panel messages

## Control panel message types

Alert and warning messages appear temporarily and might require you to acknowledge the message by touching the OK button to resume or by touching the Cancel ✕ button to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the product will attempt to resume the printing job after the warning has appeared for 10 seconds without acknowledgement.

Critical error messages can indicate some kind of failure. Turning off and then turning on the power might fix the problem. If a critical error persists, the product might require service.

## Control panel messages

**Table 13-1 Control-panel messages**

| Control panel message | Description | Recommended action |
|---|---|---|
| **10.100X Supply Memory Error** | A specific print cartridge has a faulty or missing memory chip.<br><br>"X" indicates the cartridge: 0=black, 1=cyan, 2=magenta, 3=yellow. | Check the memory chip. If it is broken or damaged, replace the cartridge.<br><br>Verify that the cartridge is installed in the correct location.<br><br>Reinstall the print cartridge.<br><br>Turn off and then turn on the product.<br><br>If the error is with a color cartridge, try swapping it with a different color cartridge in the tray. If the same message appears, then there is an engine problem. If a different 10.100X message appears, replace the cartridge.<br><br>If the problem is not solved, replace the cartridge. |
| **49 Error, Turn off then on** | The product has experienced an internal embedded software error. Under most conditions, the product automatically restarts. | Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **50.x Fuser Error** | The product has experienced an internal hardware error. | 1. Turn off the power by using the power switch, and then wait at least 30 seconds.<br><br>2. If a surge protector is being used, remove it. Plug the product directly into the wall socket.<br><br>3. Turn on the power and wait for the product to initialize.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **52 Scanner Error** | The product has experienced an internal hardware error. | Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.<br><br>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **57 Fan Error, Turn off then on** | The product has experienced a problem with its internal fan. | Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **79 Error Turn off then on** | The product has experienced an internal firmware error. Under most conditions, the product automatically restarts. | Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.<br><br>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Black Cartridge Low** | The print cartridge is nearing the end of its useful life. | Printing can continue, but consider having a replacement supply on hand. |
| **Black in wrong position** | The print cartridge is installed in the incorrect slot. | Make sure that each print cartridge is installed in the correct slot. From front to back, the print cartridges are installed in this order: black, cyan, magenta, and yellow. |
| **Black Very Low** | The print cartridge is at the end of its useful life, and the At Very Low menu item in the System Setup menu is set to Continue. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.<br><br>Once an HP supply has reached “very low”, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |
| **Canceled scan. Clear document** | You touched the Cancel ✕ button while scanning, faxing, or copying to cancel the current job while pages were feeding from the document feeder. The cancel process does not automatically clear the document feeder. | Remove the jammed item. Then, clear the items in the document feeder tray and start over. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **Canceled send. Clear document** | You touched the Cancel ✕ button while faxing to cancel the current job while pages were feeding from the document feeder. The cancel process does not automatically clear the document feeder. | Remove the jammed item. Then, clear the items in the document feeder tray and start over. |
| **Communication error.** | A fax communication error occurred between the product and the sender or receiver. | Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line.<br><br>Try a different phone cord.<br><br>Set the Fax Speed option to the Slow(V.29) setting or disable the Fast(V.34) setting.<br><br>Turn off the Error Correction feature to prevent automatic error correction.<br><br>**NOTE:** Turning off the Error Correction feature can reduce image quality.<br><br>Print the Fax Activity Log report from the control panel to determine if the error occurs with a specific fax number.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Cyan Cartridge Low** | The print cartridge is nearing the end of its useful life. | Printing can continue, but consider having a replacement supply on hand. |
| **Cyan in wrong position** | The print cartridge is installed in the incorrect slot. | Make sure that each print cartridge is installed in the correct slot. From front to back, the print cartridges are installed in this order: black, cyan, magenta, and yellow. |
| **Cyan Very Low** | The print cartridge is at the end of its useful life, and the At Very Low menu item in the System Setup menu is set to Continue. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.<br><br>Once an HP supply has reached “very low”, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |
| **Device error, press OK** | Generic engine error. | This is a warning message only. Job output might be affected. |
| **Device is busy. Try again later** | The product is currently in use. | Wait for the product to finish the current job, or to finish initializing. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **Document feeder door is open.** | The document feeder cover is open, or a sensor is malfunctioning. | Make sure that the document feeder cover is closed.<br><br>If the message persists, turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Document feeder jam.** | A piece of paper is jammed in the document feeder tray. | Clear the jam. |
| **Document feeder jam. Clear and reload.** | A piece of paper is jammed in the document feeder tray. | Clear the jam.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Document feeder mispick. Reload** | The product did not pick up the paper in the document feeder. | Remove the paper from the document feeder tray, and then reload it.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Door open** | The print cartridge door is open. | Close the print cartridge door. |
| **Engine Communication Error** | The product has experienced an engine communication timeout error. | Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.<br><br>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Engine error. Press OK to continue.** | The product experienced a print engine error. | This is a warning message only. Job output might be affected. |
| **Fax is busy.**<br><br>**Canceled send.** | The fax line to which you were sending a fax was busy. The product has canceled sending the fax. | Call the recipient to ensure that the fax machine is on and ready.<br><br>Check that you are dialing the correct fax number.<br><br>Check that the Redial if Busy option is enabled.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **Fax is busy.**<br><br>**Redial pending.** | The fax line to which you were sending a fax was busy. The product automatically redials the busy number. | Allow the product to retry sending the fax.<br><br>Call the recipient to ensure that the fax machine is on and ready.<br><br>Check that you are dialing the correct fax number.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Fax receive error.** | An error occurred while trying to receive a fax. | Ask the sender to resend the fax.<br><br>Try faxing back to the sender or another fax machine.<br><br>Check that the telephone cord is securely connected by unplugging and replugging the cord.<br><br>Make sure that you are using the telephone cord that came with the product.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>Decrease the fax speed. Ask the sender to resend the fax.<br><br>Turn off error-correction mode. Ask the sender to resend the fax.<br><br>**NOTE:** Turning off error-correction mode can reduce the quality of the fax image.<br><br>Connect the product to a different phone line.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **Fax Send error.** | An error occurred while trying to send a fax. | Try resending the fax.<br><br>Try faxing to another fax number.<br><br>Check that the telephone cord is securely connected by unplugging and replugging the cord.<br><br>Make sure that you are using the telephone cord that came with the product.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>Connect the product to a different phone line.<br><br>Set the fax resolution to Standard instead of the default of Fine.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Fax storage is full.**<br><br>**Canceling the fax receive.** | The amount of available memory for storing faxes is insufficient to store an incoming fax. | If you are using the Private Receive feature, print all received faxes to regain some memory.<br><br>If you still need more memory, clear faxes from memory. Open the Service menu. In the Fax Service menu, select the Clear Saved Faxes option. |
| **Fax storage is full.**<br><br>**Canceling the fax send.** | During the fax job, the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent. | Cancel the current job. Turn the product off, and then turn it on again. Try sending the job again.<br><br>If the error reoccurs, cancel the job and turn the product off and then on a second time. The product might not have enough memory for some jobs. |
| **Fit to Page on flatbed only** | The copy reduce/enlarge feature (called "Fit to Page") applies only to copies made from the flatbed scanner. | Use the flatbed or select another reduction/ enlargement setting. |
| **Install [color] cartridge** | One of the color cartridges is not installed with the door closed. | Install the indicated color cartridge. |
| **Invalid driver Press OK** | You are using the incorrect printer driver. | Select the printer driver that is appropriate for your product. |
| **Invalid entry** | Invalid data or response. | Correct the entry. |
| **Jam in (area), Open door and clear jam** | There is a paper jam in the print paper path or output bin. | Clear the jam from the area indicated on the product control panel, and then follow the control panel instructions. |
| **Jam in Tray 1, Clear jam and then press OK** | The product has detected a jam in Tray 1. | Clear the jam, and then follow the control panel instructions. |
| **Load paper** | The tray is empty. | Load paper in the tray. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **Load Tray 1 <TYPE> <SIZE>, Press OK to use available media** | Device is processing a job, but no trays match. | Load paper in the correct orientation.<br><br>Touch the OK button to use existing tray settings. |
| **Load Tray 1, <PLAIN> <SIZE> / Cleaning mode, OK to start** | Cleaning mode paper prompt. | Load a clean sheet of paper in the correct orientation, then touch the OK button to begin the cleaning procedures. |
| **Magenta Cartridge Low** | The print cartridge is nearing the end of its useful life. | Printing can continue, but consider having a replacement supply on hand. |
| **Magenta in wrong position** | The print cartridge is installed in the incorrect slot. | Make sure that each print cartridge is installed in the correct slot. From front to back, the print cartridges are installed in this order: black, cyan, magenta, and yellow. |
| **Magenta Very Low** | The print cartridge is at the end of its useful life, and the At Very Low menu item in the System Setup menu is set to Continue. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.<br><br>Once an HP supply has reached “very low”, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |
| **Manual Duplex Load Tray 1, Press OK** | Manual duplex mode. | Load paper in the correct orientation. |
| **Manual feed <SIZE> <TYPE>, Press OK to use available media** | Print Manual Feed mode. | Load paper into Tray 1. |
| **Memory is low Try again later** | The product does not have enough memory to start a new job. | Wait until the current job is finished before starting a new job.<br><br>Turn the product off and then on to clear the memory. |
| **Memory is low. Press OK.** | The product memory has been almost completely filled. | Touch the OK button to cancel the job.<br><br>Break the job into smaller jobs that contain fewer pages.<br><br>Turn the product off and then on to clear the memory. |
| **Memory low Only 1 copy made. Press OK to continue.** | The product does not have enough memory to complete the collated copy job. | Break the job into smaller jobs that contain fewer pages.<br><br>Turn the product off and then on to clear the memory. |
| **Misprint, Press OK** | Feed delay misprint. | Verify that paper is loaded in the input tray.<br><br>Reload paper. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **No dial tone.** | The product could not detect a dial tone. | Check for a dial tone on the phone line by touching the Start Fax button.<br><br>Unplug the telephone cord from both the product and the wall and replug the cord.<br><br>Make sure that you are using the telephone cord that came with the product.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **No fax answer.**<br><br>**Canceled send.** | Attempts to redial a fax number failed, or the Redial if No Answer option was turned off. | Call the recipient to ensure that the fax machine is on and ready.<br><br>Check that you are dialing the correct fax number.<br><br>Check that the redial option is enabled.<br><br>Unplug the telephone cord from both the product and the wall and replug the cord.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **No fax answer.**<br><br>**Redial pending.** | The receiving fax line did not answer. The product attempts to redial after a few minutes. | Allow the product to retry sending the fax.<br><br>Call the recipient to ensure that the fax machine is on and ready.<br><br>Check that you are dialing the correct fax number.<br><br>If the product continues to redial, unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **No fax detected.** | The product answered the incoming call but did not detect that a fax machine was calling. | Allow the product to retry receiving the fax.<br><br>Open the Service menu, and touch the Fax Service button. Touch the Run Fax Test button. This test verifies that the phone cord is connected to the correct port and that the phone line has a signal. The product prints a report with the results.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Print failure, press OK. If error repeats, turn off then on.** | The product could not print the current page because of its complexity. | Touch the OK button to clear the message. |
| **Replace [color]** | The print cartridge is at the end of its useful life, and the At Very Low menu item in the System Setup menu is set to Stop. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.<br><br>Once an HP supply has reached “very low”, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |
| **Scanner error #, Turn off then on** | The product has experienced an error in the scanner sub-assembly area. | Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.<br><br>Do not open the scanner lid until the initialization process is complete.<br><br>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.<br><br>If the error persists, contact HP. See www.hp.com/support/CM1410series or the support flyer that came in the product box. |
| **Scanner reserved for PC scan** | A computer is using the product to create a scan. | Wait until the computer scan has finished, or cancel the scan from the computer software, or touch the Cancel ✕ button. |
| **Scanning error Cannot connect** | The product cannot transmit scan information to a computer. | Verify that the connection cable is not loose or damaged. Replace the cable if necessary, and try the scan again. |
| **Settings cleared** | The product has cleared job settings. | Re-enter any appropriate job settings. |
| **Used [color] installed, to accept press OK** | A used color printer cartridge has been installed or moved. | Touch the OK button to return to the Ready state. |
| **Yellow Cartridge Low** | The print cartridge is nearing the end of its useful life. | Printing can continue, but consider having a replacement supply on hand. |



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**Table 13-1 Control-panel messages (continued)**

| Control panel message | Description | Recommended action |
|---|---|---|
| **Yellow in wrong position** | The print cartridge is installed in the incorrect slot. | Make sure that each print cartridge is installed in the correct slot. From front to back, the print cartridges are installed in this order: black, cyan, magenta, and yellow. |
| **Yellow Very Low** | The print cartridge is at the end of its useful life, and the At Very Low menu item in the System Setup menu is set to Continue. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You can continue printing until you notice a decrease in print quality. Actual cartridge life may vary.<br><br>Once an HP supply has reached “very low”, HP's premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |



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# Paper feeds incorrectly or becomes jammed


- The product does not pick up paper
- The product picks up multiple sheets of paper
- Prevent paper jams
- Clear jams


## The product does not pick up paper

If the product does not pick up paper from the tray, try these solutions.

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

## The product picks up multiple sheets of paper

If the product picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

## Prevent paper jams

To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.



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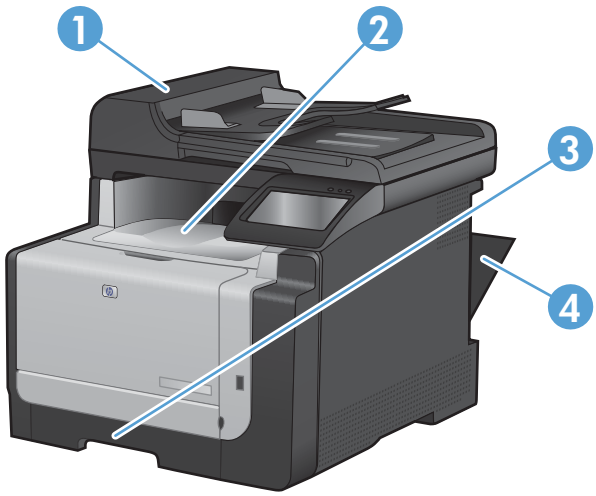
6. Make sure that the tray is fully inserted in the product.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

# Clear jams

## Jam locations

Jams can occur in these locations:




| | |
|---|---|
| 1 | Document feeder |
| 2 | Output bin |
| 3 | Tray 1 |
| 4 | Rear door |

Loose toner might remain in the product after a jam. This problem typically resolves itself after a few sheets have been printed.



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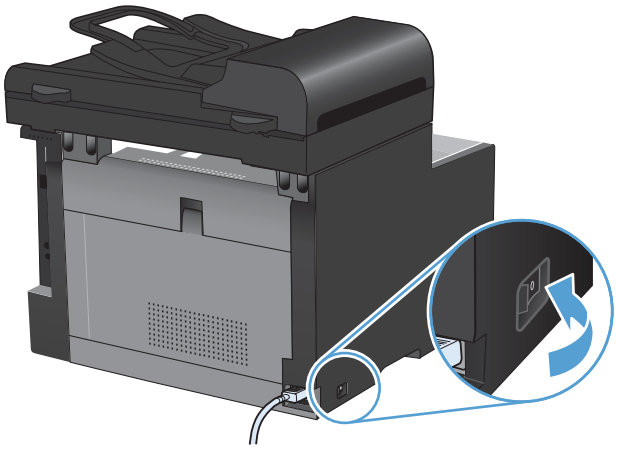
## Clear jams from the document feeder

1. Turn the product off.



2. Open the document feeder cover.

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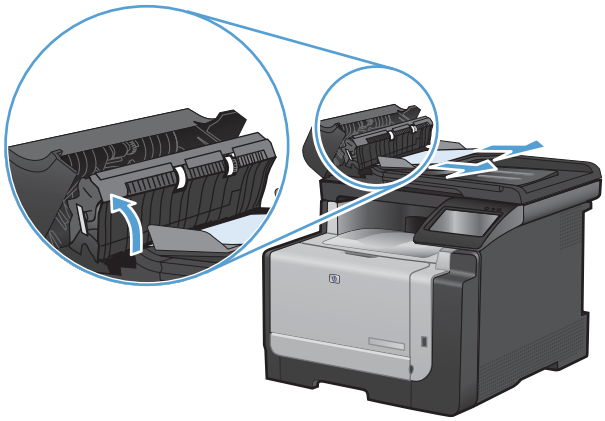
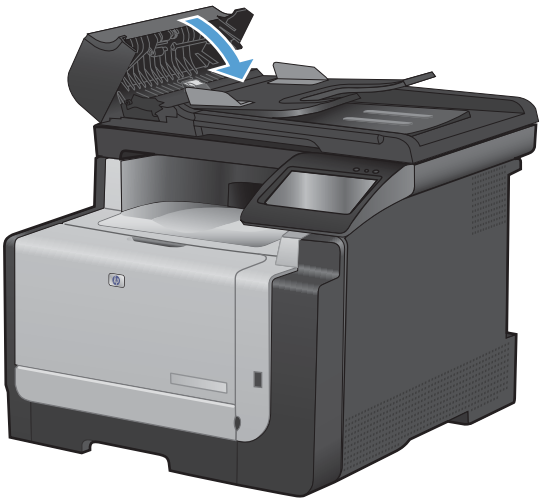
3. Lift the document feeder mechanism, and gently pull the jammed paper out.



4. Close the document feeder cover.



## Clear jams from the input tray

△ **CAUTION:** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects is not covered by the warranty.

When removing jammed paper, pull it straight out from the product. Pulling jammed paper out of the product at an angle can damage the product.

**NOTE:** Depending on where the jam is located, some of the following steps might not be necessary.



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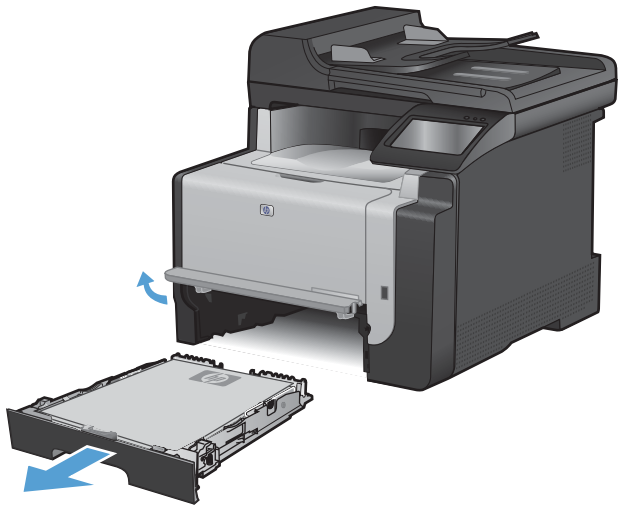
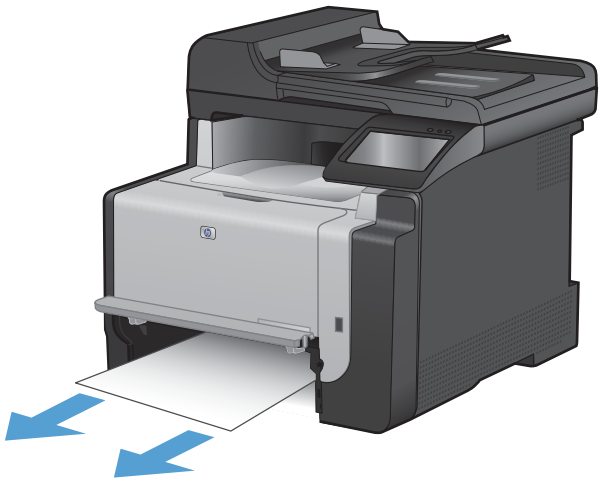
1. Remove Tray 1, and lift the jam access door above the tray.

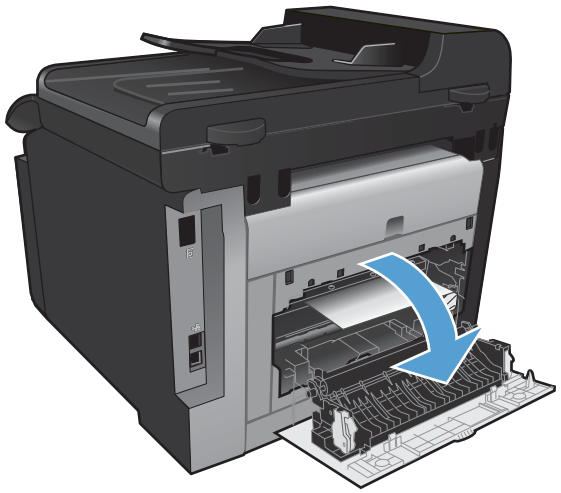


2. With both hands, grasp the paper, and carefully pull it free from the product.



3. Open the rear door.

   **CAUTION:** The fuser, located in the back of the product, is hot. Wait for the fuser to cool before continuing.





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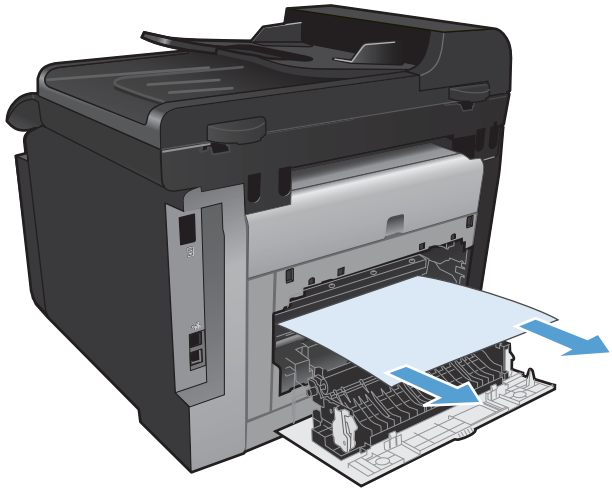
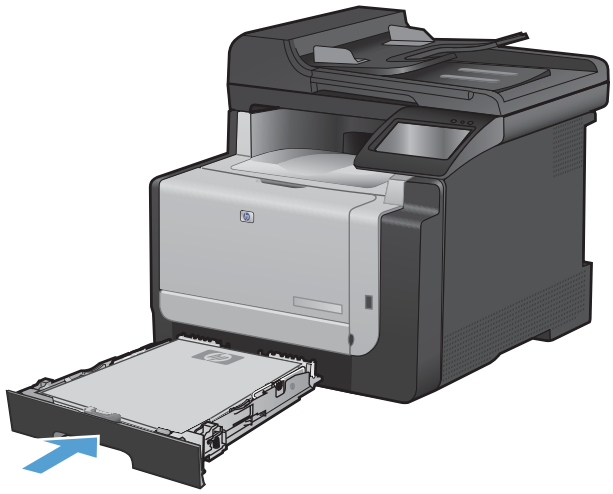
4. With both hands, grasp the paper, and carefully pull it free from the product.



5. Reinsert the tray.





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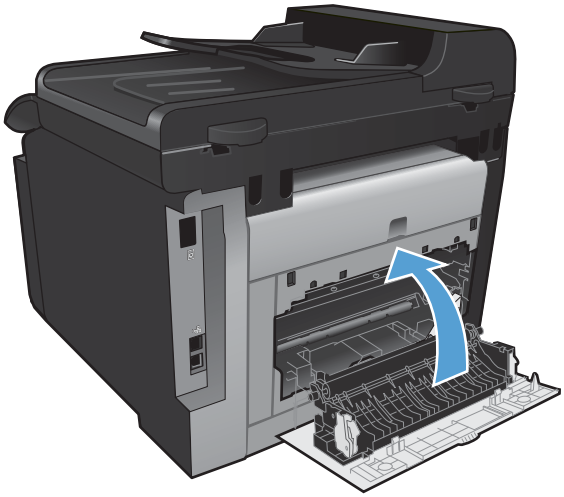
6. Close the rear output door.



7. Print a cleaning page, which removes excess toner from the paper path.

   a. From the Home screen, touch the Setup button.

   b. Touch the Service menu.

   c. Touch the Cleaning Page button.

   d. Load plain letter or A4 paper when you are prompted.

   e. Touch the OK button to begin the cleaning process.

      A page feeds through the product slowly. Discard the page when the process is completed.



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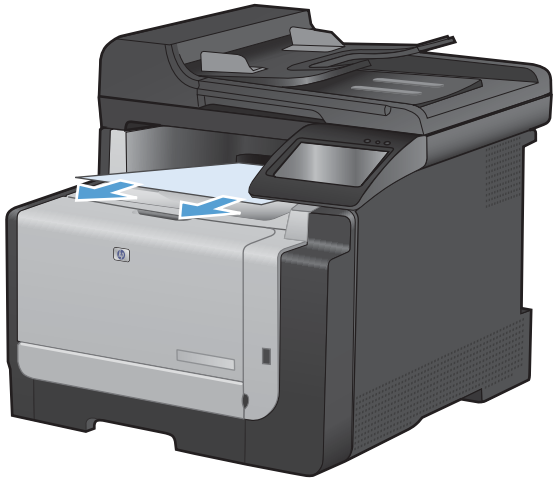
## Clear jams from the output bin

△ **CAUTION:** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

1. With both hands, grasp the paper, and carefully pull it free from the product.





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# Improve print quality

You can prevent most print-quality problems by following these guidelines.

- Use the correct paper type setting in the printer driver
- Adjust color settings in the printer driver
- Use paper that meets HP specifications
- Print a cleaning page
- Calibrate the product to align the colors
- Check the print cartridges
- Use the printer driver that best meets your printing needs
- Improve print quality for copies

## Use the correct paper type setting in the printer driver

Check the paper type setting if you are having any of the following problems:

- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.
- Printed pages are curled.
- Toner flakes off the printed pages.
- Printed pages have small unprinted areas.

### Change the paper type setting for Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand each category of paper types until you find the paper type that you are using.
7. Select the option for the type of paper you are using, and click the **OK** button.

### Change the paper type setting for Mac

1. On the **File** menu in the software program, click the **Print** option.
2. In the **Copies & Pages** menu, click the **Page Setup** button.
3. Select a size from the **Paper Size** drop-down list, and then click the OK button.
4. Open the **Finishing** menu.



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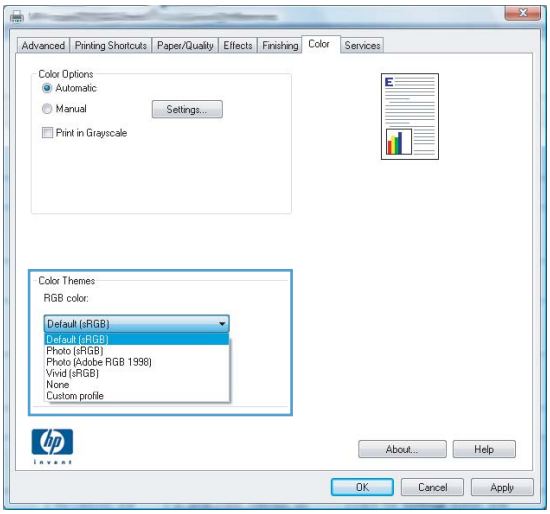
5. Select a type from the **Media-type** drop-down list.
6. Click the **Print** button.

# Adjust color settings in the printer driver

## Change the color theme for a print job

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Select a color theme from the **Color Themes** drop-down list.




- **Default (sRGB)**: This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
- **Vivid**: The product increases the color saturation in the midtones. Use this theme when printing business graphics.
- **Photo**: The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRBG) theme. Use this theme when printing photos.
- **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
- **None**

## Change the color options

Change the color options settings for the current print job from the color tab of the printer driver.

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.



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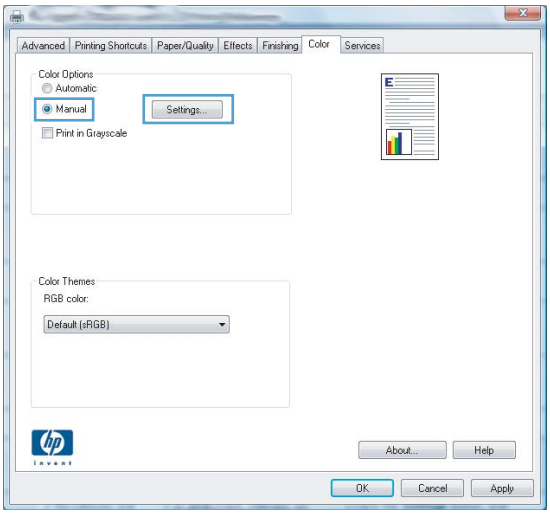
3. Click the **Color** tab.
4. Click the **Automatic** or **Manual** setting.
   - **Automatic** setting: Select this setting for most color print jobs
   - **Manual** setting: Select this setting to adjust the color settings independent from other settings.

   **NOTE:** Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.




5. Click the **Print in Grayscale** option to print a color document in black and white. Use this option to print color documents for photocopying or faxing.
6. Click the **OK** button.



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## Use paper that meets HP specifications

Use different paper if you are having any of the following problems:

- The printing is too light or seems faded in areas.
- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Printed characters seem misformed.
- Printed pages are curled.

Always use a paper type and weight that this product supports. In addition, follow these guidelines when selecting paper:

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

## Print a cleaning page

Print a cleaning page to remove dust and excess toner from the paper path if you are having any of the following problems:

- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.

Use the following procedure to print a cleaning page.

1. From the Home screen, touch the Setup button.
2. Touch the Service menu.
3. Touch the Cleaning Page button.
4. Load plain letter or A4 paper when you are prompted.
5. Touch the OK button to begin the cleaning process.

   A page feeds through the product slowly. Discard the page when the process is completed.

## Calibrate the product to align the colors

If the printed output has colored shadows, blurry graphics, or areas that have poor color, you might need to calibrate the product to align the colors. Print the Diagnostics Page from the Reports menu on the



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control panel to check the color alignment. If the blocks of color on that page are not aligned with each other, you need to calibrate the product.

1. On the product control panel, open the System Setup menu.
2. Open the Print Quality menu, and select the Color Calibration item.
3. Select the Calibrate Now option.

## Check the print cartridges

Check each print cartridge, and replace it if necessary, if you are having any of the following problems:

- The printing is too light or seems faded in areas.
- Printed pages have small unprinted areas.
- Printed pages have streaks or bands.

**NOTE:** If you are using a draft print setting, the printing might appear light.

If you determine that you need to replace a print cartridge, print the Supplies Status Page to find the part number for the correct genuine HP print cartridge.

| Type of print cartridge | Steps to resolve the problem |
|---|---|
| Refilled or remanufactured print cartridge | Hewlett Packard Company cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured print cartridge and are not satisfied with the print quality, replace the cartridge with a genuine HP cartridge that has the words “HP” or “Hewlett-Packard” on it, or has the HP logo on it. |
| Genuine HP print cartridge | 1. The product control panel or the Supplies Status page indicates **Very Low** status when the cartridge has reached the end of its estimated life. Replace the print cartridge if print quality is no longer acceptable.<br>2. Print a Print Quality Page from the Reports menu on the control panel. If streaks or marks are in one color on the page, you might have a defect in that color cartridge. See the instructions in this document for interpreting the page. Replace the print cartridge if necessary.<br>3. Visually inspect the print cartridge for damage. See the instructions that follow. Replace the print cartridge if necessary.<br>4. If printed pages have marks that repeat several times at the same distance apart, print a cleaning page. If this does not solve the problem, use the repetitive defects ruler in this document to identify the cause of the problem. |

### Print the Supplies Status page

The Supplies Status page indicates the estimated life remaining in print cartridges. It also lists the part number for the correct genuine HP print cartridge for your product so you can order a replacement print cartridge, as well as other useful information.

1. On the product control panel, open the Reports menu.
2. Select the Supplies Status page to print it.



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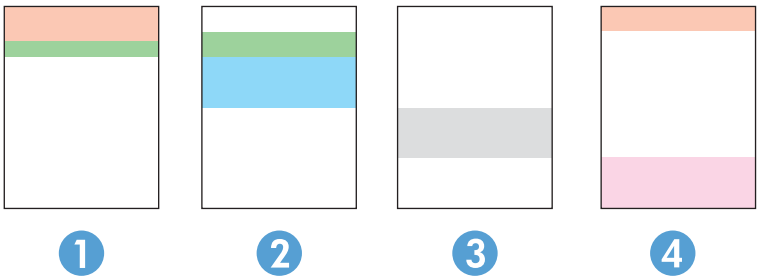
## Interpret the Print Quality Page

1. On the product control panel, open the Reports menu.
2. Select the Print Quality Page item to print it.

This page contains five bands of color, which are divided into four groups as indicated in the following illustration. By examining each group, you can isolate the problem to a particular print cartridge.




| Section | Print-cartridge |
|---|---|
| 1 | Yellow |
| 2 | Cyan |
| 3 | Black |
| 4 | Magenta |

- If dots or streaks appear in only one of the groups, replace the print cartridge that correlates with that group.
- If dots appear in more than one group, print a cleaning page. If this does not solve the problem, determine if the dots are always the same color; for example, if magenta dots appear in all five color bands. If the dots are all the same color, replace that print cartridge.
- If streaks appear in multiple color bands, contact HP. A component other than the print cartridge is probably causing the problem.

## Inspect the print cartridge for damage

1. Remove the print cartridge from the product, and verify that the sealing tape has been removed.
2. Check the memory chip for damage.



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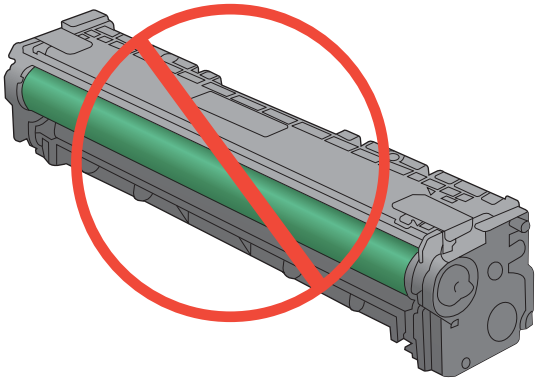
3. Examine the surface of the green imaging drum on the bottom of the print cartridge.

△ **CAUTION:** Do not touch the green roller (imaging drum) on the bottom of the cartridge. Fingerprints on the imaging drum can cause print-quality problems.



4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the print cartridge.
5. If the imaging drum does not appear to be damaged, rock the print cartridge gently several times and reinstall it. Print a few pages to see if the problem has resolved.

### Repeating defects

If defects repeat at any of the following intervals on the page, a print cartridge might be damaged.

- 22 mm
- 27 mm
- 29 mm
- 76 mm

## Use the printer driver that best meets your printing needs

You might need to use a different printer driver if the printed page has unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

| | |
|---|---|
| **HP PCL 6 driver** | • Provided as the default driver. This driver is automatically installed unless you select a different one.<br>• Recommended for all Windows environments<br>• Provides the overall best speed, print quality, and product-feature support for most users<br>• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments<br>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5 |



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| | |
|---|---|
| **HP UPD PS driver** | • Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs<br>• Provides support for printing from postscript emulation needs, or for postscript flash font support |
| **HP UPD PCL 5** | • Recommended for general office printing in Windows environments<br>• Compatible with previous PCL versions and older HP LaserJet products<br>• The best choice for printing from third-party or custom software programs<br>• The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX, Linux, mainframe)<br>• Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models<br>• Preferred when printing to multiple printer models from a mobile Windows computer |

Download additional printer drivers from this Web site: www.hp.com/support/CM1410series.

## Improve print quality for copies

If you encounter print quality problems in copied documents, review the solutions for printed documents listed previously in this document. However, some print-quality problems occur only in copied documents.

- If streaks appear on copies made by using the document feeder, clean the small glass strip on the left side of the scanner assembly.
- If dots or other defects appear on copies made by using the scanner glass, clean the scanner glass and the white plastic backing.

1. Use the power switch to turn off the product, and then unplug the power cord from the electrical socket.
2. Open the scanner lid.
3. Clean the scanner glass and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



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△ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

4. Dry the glass and white plastic backing with a chamois or a cellulose sponge to prevent spotting.
5. Plug in the product, and then use the power switch to turn on the product.

# The product does not print or it prints slowly

## The product does not print

If the product does not print at all, try the following solutions.

1. Make sure the product is turned on and that the control panel indicates it is ready.
    - If the control panel does not indicate the product is ready, turn the product off and then on again.
    - If the control panel indicates the product is ready, try sending the job again.
2. If the control panel indicates the product has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the product is connected to a network, check the following items:
    - Check the light next to the network connection on the product. If the network is active, the light is green.
    - Make sure that you are using a network cable and not a phone cord to connect to the network.
    - Make sure the network router, hub, or switch is turned on and that it is working correctly.
4. Install the HP software from the CD that came with the product. Using generic printer drivers can cause delays clearing jobs from the print queue.
5. From the list of printers on your computer, right-click the name of this product, click **Properties**, and open the **Ports** tab.
    - If you are using a network cable to connect to the network, make sure the printer name listed on the **Ports** tab matches the product name on the product configuration page.
    - If you are using a USB cable and are connecting to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.
6. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.
7. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.



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## The product prints slowly

If the product prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/support/CM1410series.
2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.
3. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.



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# Solve walk-up USB printing problems


- The USB Flash Drive menu does not open when you insert the USB accessory
- The file does not print from the USB storage accessory
- The file that you want to print is not listed in the USB Flash Drive menu


## The USB Flash Drive menu does not open when you insert the USB accessory

1. You might be using a USB storage accessory or a file system that this product does not support. Save the files on a standard USB storage accessory that uses File Allocation Table (FAT) file systems. The product supports FAT12, FAT16, and FAT32 USB storage accessories.
2. If another menu is already open, close that menu and then reinsert the USB storage accessory.
3. The USB storage accessory might have multiple partitions. (Some USB storage accessory manufacturers install software on the accessory that creates partitions, similar to a CD.) Reformat the USB storage accessory to remove the partitions, or use a different USB storage accessory.
4. The USB storage accessory might require more power than the product can provide.
   a. Remove the USB storage accessory.
   b. Turn the product off and then on.
   c. Use a USB storage accessory that has its own power supply or that requires less power.
5. The USB storage accessory might not be functioning correctly.
   a. Remove the USB storage accessory.
   b. Turn the product off and then on.
   c. Try printing from another USB storage accessory.

## The file does not print from the USB storage accessory

1. Make sure paper is in the tray.
2. Check the control panel for messages. If paper is jammed in the product, clear the jam.

## The file that you want to print is not listed in the USB Flash Drive menu

1. You might be trying to print a file type that the USB printing feature does not support. The product supports .PDF and .JPEG file types.
2. You might have too many files in a single folder on the USB storage accessory. Reduce the number of files in the folder by moving them to subfolders.
3. You might be using a character set for the file name that the product does not support. In this case, the product replaces the file names with characters from a different character set. Rename the files using ASCII characters.



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# Solve connectivity problems

## Solve direct-connect problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 5 m (16.4 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

## Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page from the product control panel and locate the product IP address that is listed on this page.


- Poor physical connection
- The computer is using the incorrect IP address for the product
- The computer is unable to communicate with the product
- The product is using incorrect link and duplex settings for the network
- New software programs might be causing compatibility problems
- The computer or workstation might be set up incorrectly
- The product is disabled, or other network settings are incorrect


### Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

### The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.
2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes.**
3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the product and then add it again.



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### The computer is unable to communicate with the product

1. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
   b. Type `ping` followed by the IP address for your product.
   c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

### The product is using incorrect link and duplex settings for the network

Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). If you change these settings, you must also change them for your network.

### New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct printer driver.

### The computer or workstation might be set up incorrectly

1. Check the network drivers, printer drivers, and the network redirection.
2. Verify that the operating system is configured correctly.

### The product is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.



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# Solve wireless network problems


- Wireless connectivity checklist
- The control panel displays the message: The wireless feature on this product has been turned off
- The product does not print after the wireless configuration completes
- The product does not print, and the computer has a third-party firewall installed
- The wireless connection does not work after moving the wireless router or product
- Cannot connect more computers to the wireless product
- The wireless product loses communication when connected to a VPN
- The network does not appear in the wireless networks list
- The wireless network is not functioning


## Wireless connectivity checklist

- The product and the wireless router are turned on and have power. Also make sure the wireless radio in the product is turned on.
- The service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, make sure the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- The encryption method (AES or TKIP) is the same for the product as it is for the wireless access point (on networks using WPA security).
- The product is within the range of the wireless network. For most networks, the product must be within 30 m (100 ft) of the wireless access point (wireless router).
- Obstacles do not block the wireless signal. Remove any large metal objects between the access point and the product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.
- The product is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- The printer driver is installed on the computer.
- You have selected the correct printer port.
- The computer and product connect to the same wireless network.



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## The control panel displays the message: The wireless feature on this product has been turned off

1. Touch the Wireless Menu button.
2. Touch the Turn Wireless On/Off button, and then touch the On button.

## The product does not print after the wireless configuration completes

1. Make sure the product is turned on and in the ready state.
2. Make sure you are connecting to the correct wireless network.
3. Make sure that the wireless network is working correctly.
   a. Open the Network Setup menu, and then open the Wireless Menu item.
   b. Select the Run Network Test item to test the wireless network. The product prints a report with the results.
4. Make sure that the correct port or product is selected.
   a. From the list of printers on your computer, right-click the name of this product, click **Properties**, and then open the **Ports** tab.
   b. Make sure the box is checked next to **Virtual printer port for USB**.
5. Make sure that your computer is working correctly. If necessary, restart your computer.

## The product does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the product or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless product on the computer. Enable the firewall when you have completed the wireless installation.

## The wireless connection does not work after moving the wireless router or product

Make sure that the router or product connects to the same network that your computer connects to.

1. Open the Reports menu, and select the Configuration Report item to print the report.
2. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.
3. If the SSIDs are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.



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## Cannot connect more computers to the wireless product

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure the product is turned on and in the ready state.
3. Turn off any third-party firewalls on your computer.
4. Make sure that the wireless network is working correctly.
   a. On the product control panel, open the Network Setup menu, and then open the Wireless Menu item.
   b. Select the Run Network Test item to test the wireless network. The product prints a report with the results.
5. Make sure that the correct port or product is selected.
   a. From the list of printers on your computer, right-click the name of this product, click **Properties**, and then open the **Ports** tab.
   b. Click the **Configure Port** button to verify that the IP address matches the IP address listed on the Run Network Test report.
6. Make sure that your computer is working correctly. If necessary, restart your computer.

## The wireless product loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

## The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network.



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## The wireless network is not functioning

1. To verify if the network has lost communication, try connecting other devices to the network.
2. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
   b. Type `ping` followed by the service set identifier (SSID) for your network.
   c. If the window displays round-trip times, the network is working.
3. Make sure that the router or product connects to the same network that your computer connects to.
   a. Open the Reports menu, and select the Configuration Report item to print the report.
   b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.
   c. If the SSIDs are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.



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# Product software problems

| Problem | Solution |
| --- | --- |
| A printer driver for the product is not visible in the **Printer** folder | • Restart the computer to restart the spooler process. If the spooler has crashed, no printer drivers will appear in the **Printers** folder.<br>• Reinstall the product software.<br>**NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**.<br>• Try plugging the USB cable into a different USB port on the computer. |
| An error message was displayed during the software installation | • Reinstall the product software.<br>**NOTE:** Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select **Close** or **Disable**.<br>• Check the amount of free space on the drive where you are installing the product software. If necessary, free up as much space as you can, and reinstall the product software.<br>• If necessary, run the Disk Defragmenter, and reinstall the product software. |
| The product is in Ready mode, but nothing prints | • Print a Configuration page, and verify the product functionality.<br>• Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable. |



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# Solve common Mac problems


- The printer driver is not listed in the Print & Fax list
- The product name does not appear in the product list in the Print & Fax list
- The printer driver does not automatically set up the selected product in the Print & Fax list
- A print job was not sent to the product that you wanted
- When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.
- You are using a generic printer driver when using a USB connection


## The printer driver is not listed in the Print & Fax list

1. Make sure that the product .GZ file is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources`. If necessary, reinstall the software.
2. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.

## The product name does not appear in the product list in the Print & Fax list

1. Make sure that the cables are connected correctly and the product is on.
2. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax list.
3. Replace the USB or network cable with a high-quality cable.

## The printer driver does not automatically set up the selected product in the Print & Fax list

1. Make sure that the cables are connected correctly and the product is on.
2. Make sure that the product .GZ file is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources`. If necessary, reinstall the software.
3. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.
4. Replace the USB or network cable with a high-quality cable.

## A print job was not sent to the product that you wanted

1. Open the print queue and restart the print job.
2. Another product with the same or similar name might have received your print job. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax list.



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## When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.

### Software troubleshooting

- ☐ Make sure that your Mac operating system is Mac OS X 10.5 or later.

### Hardware troubleshooting

1. Make sure that the product is turned on.
2. Make sure that the USB cable is connected correctly.
3. Make sure that you are using the appropriate high-speed USB cable.
4. Make sure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the computer
5. Check to see if more than two non-powered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain, and then connect the cable directly to the USB port on the computer.

**NOTE:** The iMac keyboard is a non-powered USB hub.

## You are using a generic printer driver when using a USB connection

If you connected the USB cable before you installed the software, you might be using a generic printer driver instead of the driver for this product.

1. Delete the generic printer driver.
2. Reinstall the software from the product CD. Do not connect the USB cable until the software installation program prompts you.
3. If multiple printers are installed, make sure that you have selected the correct printer in the **Format For** drop-down menu in the **Print** dialog box.



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# A Supplies and accessories


- Order parts, accessories, and supplies
- Part numbers




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# Order parts, accessories, and supplies

| | |
|---|---|
| Order supplies and paper | www.hp.com/go/suresupply |
| Order genuine HP parts or accessories | www.hp.com/buy/parts |
| Order through service or support providers | Contact an HP-authorized service or support provider. |

# Part numbers

The following list of accessories was current at the time of printing. Ordering information and availability of the accessories might change during the life of the product.

## Print cartridges

| Item | Description | Part number |
|---|---|---|
| HP LaserJet print cartridges | Black | CE320A |
| | Cyan | CE321A |
| | Yellow | CE322A |
| | Magenta | CE323A |

**NOTE:** For information about the yield for the cartridges, see www.hp.com/go/pageyield. Actual yield depends on specific use.

## Cables and interfaces

| Item | Description | Part number |
|---|---|---|
| USB cable | 2-meter A-to-B cable | 8121-0868 |



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# B Service and support


- Hewlett-Packard limited warranty statement
- HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement
- Data stored on the print cartridge
- End User License Agreement
- OpenSSL
- Customer support
- Repack the product




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# Hewlett-Packard limited warranty statement

| HP PRODUCT | DURATION OF LIMITED WARRANTY |
| --- | --- |
| HP LaserJet Pro CM1410 Color MFP Series | One year from date of purchase |

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

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# HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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# Data stored on the print cartridge

The HP print cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the print cartridge was first installed, the date when the print cartridge was last used, the number of pages printed using the print cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the print cartridge memory chip does not contain information that can be used to identify a customer or user of the print cartridge or their product.

HP collects a sampling of the memory chips from print cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this print cartridge might have access to this data, as well.

Any third party possessing the print cartridge might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the memory chip cannot be used in an HP product.



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# OpenSSL

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/)

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This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).



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# Customer support

| | |
|---|---|
| Get telephone support for your country/region<br><br>Have the product name, serial number, date of purchase, and problem description ready. | Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/. |
| Get 24-hour Internet support | www.hp.com/support/CM1410series |
| Get support for products used with a Macintosh computer | www.hp.com/go/macosx |
| Download software utilities, drivers, and electronic information | www.hp.com/support/CM1410series |
| Order additional HP service or maintenance agreements | www.hp.com/go/carepack |
| Register your product | www.register.hp.com |



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# Repack the product

If HP Customer Care determines that your product needs to be returned to HP for repair, follow these steps to repack the product before shipping it.

△ **CAUTION:** Shipping damage as a result of inadequate packing is the customer's responsibility.

1. Remove and retain the print cartridges.

   △ **CAUTION:** It is *extremely important* to remove the print cartridges before shipping the product. A print cartridge that remains in the product during shipping can leak and cover the product engine and other parts with toner.

   To prevent damage to the print cartridges, avoid touching the rollers on them, and store the print cartridges so that they are not exposed to light.

2. Remove and retain the power cable, interface cable, and any optional accessories.
3. If possible, include print samples and 50 to 100 sheets of paper that did not print correctly.
4. In the U.S., call HP Customer Care to request new packing material. In other areas, use the original packing material, if possible.



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# C Product specifications


- Physical specifications
- Power consumption, electrical specifications, and acoustic emissions
- Environmental specifications




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# Physical specifications

**Table C-1 Physical specifications**

| Product | Height | Depth | Width | Weight |
|---|---|---|---|---|
| HP LaserJet Pro CM1415 | 413 mm (16.3 inches) | 472 mm (18.6 inches) | 442 mm (17.4 inches) | 22.6 kg (49.8 lb) |

# Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/CM1410series for current information.

△ **CAUTION:** Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This will damage the product and void the product warranty.

# Environmental specifications

**Table C-2 Environmental specifications**[1]

| | Recommended | Operating | Storage |
|---|---|---|---|
| Temperature | 15° to 32.5° C<br>(59° to 90.5° F) | 15° to 32.5° C<br>(59° to 90.5° F) | –20° to 40° C<br>(–4° to 104° F) |
| Relative humidity | 20 to 70% | 10 to 80% | 95% or less |
| Altitude | | 0 to 3048 m (0 to 10,000 ft) | |

[1] Values are subject to change.



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# D Regulatory information


- FCC regulations
- Environmental product stewardship program
- Declaration of Conformity
- Declaration of Conformity (wireless models)
- Safety statements
- Additional statements for telecom (fax) products
- Additional statements for wireless products




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# FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

**NOTE:** Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

# Environmental product stewardship program

## Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

## Ozone production

This product generates no appreciable ozone gas ($O_3$).

## Power consumption

Power usage drops significantly while in Ready or Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:

Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar



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## Paper use

This product's manual duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

## Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

## HP LaserJet print supplies

It's easy to return and recycle your HP LaserJet print cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!

**NOTE:** Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to http://www.hp.com/recycle.

## Return and recycling instructions

### United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

#### Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

**OR**

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

#### Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.



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### Shipping

For all HP LaserJet print cartridge recycling returns, give the package to UPS during your next delivery or pickup, or take it to an authorized UPS drop-off center. For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com. If you are returning via USPS label, give the package to a U.S. Postal Service carrier or drop off at a U.S. Postal Service Office. For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Requested UPS pickup will be charged normal pickup rates. Information subject to change without notice.

### Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

## Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

# Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

# Material restrictions

This HP product does not contain added mercury.

This HP product contains a battery that might require special handling at end-of-life. The batteries contained in or supplied by Hewlett-Packard for this product include the following:

| **HP LaserJet Pro CM1410 Color MFP Series** | |
|---|---|
| Type | Carbon monofluoride lithium |
| Weight | 0.8 g |
| Location | On formatter board |
| User-removable | No |

廢電池請回收



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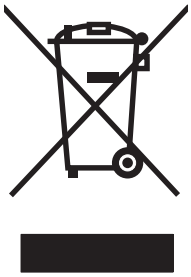
For recycling information, you can go to www.hp.com/recycle, or contact your local authorities or the Electronics Industries Alliance: www.eiae.org.

## Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

## Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

## Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

## For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.



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# Declaration of Conformity

**Declaration of Conformity**

according to ISO/IEC 17050-1 and EN 17050-1

| | | |
|---|---|---|
| **Manufacturer's Name:** | Hewlett-Packard Company | DoC#: BOISB-0603-05-rel.1.0 |
| **Manufacturer's Address:** | 11311 Chinden Boulevard | |
| | Boise, Idaho 83714-1021, USA | |
| **declares, that the product** | | |
| **Product Name:** | HP LaserJet Professional CM1415fn | |
| **Regulatory Model Number**[2)] | BOISB-0603-05 | |
| | BOISB-0903-00 – (US-Fax Module LIU) | |
| | BOISB-0903-01 – (EURO-Fax Module LIU) | |
| **Product Options:** | ALL | |
| **Print Cartridges:** | CE320A, CE321A, CE322A, CE323A | |
| **conforms to the following Product Specifications:** | | |
| **SAFETY:** | IEC 60950-1:2005 / EN60950-1: 2006 | |
| | IEC 60825-1:2007 / EN 60825-1:2007 Class 1 Laser/LED Product) | |
| | IEC 62311:2007 / EN 62311:2008 | |
| | GB4943-2001 | |
| **EMC:** | CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B[1)] | |
| | EN 61000-3-2:2006 | |
| | EN 61000-3-3:1995 +A1 +A2 | |
| | EN 55024:1998 +A1 +A2 | |
| | FCC Title 47 CFR, Part 15 Class B[1)] / ICES-003, Issue 4 | |
| | GB9254-2008, GB17625.1-2003 | |
| **TELECOM:** | ES 203 021; FCC Title 47 CFR, Part 68[3)] | |
| **ENERGY USE:** | Regulation (EC) No. 1275/2008 | |

**Supplementary Information:**

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the R&TTE Directive 1999/5/EC (Annex II), the EuP Directive 2005/32/EC and carries the CE-Marking CE accordingly.



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This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
3. Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.
4. This product uses an analog fax accessory module which Regulatory Model numbers are: BOISB-0903-00 (US-LIU) or BOISB-0903-01 (EURO LIU), as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

**Boise, Idaho USA**

**September 2010**

**For regulatory topics only:**

| | |
|---|---|
| European Contact: | Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034, Böblingen (FAX: +49-7031-14-3143) www.hp.com/go/certificates |
| USA Contact: | Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000) |



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# Declaration of Conformity (wireless models)

**Declaration of Conformity**

according to ISO/IEC 17050-1 and EN 17050-1

| | | |
|---|---|---|
| **Manufacturer's Name:** | Hewlett-Packard Company | DoC#: BOISB-0603-06-rel.1.0 |
| **Manufacturer's Address:** | 11311 Chinden Boulevard | |
| | Boise, Idaho 83714-1021, USA | |
| **declares, that the product** | | |
| **Product Name:** | HP LaserJet Professional CM1415fnw | |
| **Regulatory Model Number**[2)] | BOISB-0603-06 | |
| | BOISB-0903-00 – (US-Fax Module LIU) | |
| | BOISB-0903-01 – (EURO-Fax Module LIU) | |
| | SDGOB – 0892 – (Radio Module) | |
| **Product Options:** | ALL | |
| **Print Cartridges:** | CE320A, CE321A, CE322A, CE323A | |
| **conforms to the following Product Specifications:** | | |
| **SAFETY:** | IEC 60950-1:2005 / EN60950-1: 2006 | |
| | IEC 60825-1:2007 / EN 60825-1:2007 Class 1 Laser/LED Product) | |
| | IEC 62311:2007 / EN 62311:2008 | |
| | GB4943-2001 | |
| **EMC:** | CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B[1)] | |
| | EN 61000-3-2:2006 | |
| | EN 61000-3-3:1995 +A1 +A2 | |
| | EN 55024:1998 +A1 +A2 | |
| | FCC Title 47 CFR, Part 15 Class B[1)] / ICES-003, Issue 4 | |
| | GB9254-2008, GB17625.1-2003 | |
| **TELECOM:** | ES 203 021; FCC Title 47 CFR, Part 68[3)] | |
| **Radio**[5)] | EN 301 489-1:V1.8.1 / EN 301 489-17:V1.3.2 | |
| | EN 300 328: V1.7.1 | |
| | FCC Title 47 CFR, Part 15 Subpart C (Section 15.247) / IC: RSS-210 | |
| **ENERGY USE:** | Regulation (EC) No. 1275/2008 | |

**Supplementary Information:**

The product herewith complies with the requirements of the R&TTE; Directive 1999/5/EC Annex II and Annex IV, EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC, the EuP Directive 2005/32/EC and carries the CE-Marking CE ① accordingly.



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This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
3. Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.
4. This product uses an analog fax accessory module which Regulatory Model numbers are: BOISB-0903-00 (US-LIU) or BOISB-0903-01 (EURO LIU), as needed to meet technical regulatory requirements for the countries/regions this product will be sold.
5. This product uses a radio module device which Regulatory Model number is SDGOB-0892 as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

**Boise, Idaho USA**

**September 2010**

**For regulatory topics only:**

| | |
|---|---|
| European Contact: | Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034, Böblingen (FAX: +49-7031-14-3143) www.hp.com/go/certificates |
| USA Contact: | Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000) |



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# Safety statements

## Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a “Class 1” laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ **WARNING!** Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

## Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

« Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

## VCCI statement (Japan)

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

## Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

△ **CAUTION:** To prevent damage to the product, use only the power cord that is provided with the product.

## Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。



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## EMC statement (Korea)

| | |
|---|---|
| B급 기기<br>(가정용 방송통신기기) | 이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다. |

## Laser statement for Finland

**Luokan 1 laserlaite**

Klass 1 Laser Apparat

HP LaserJet CM1415fn, CM1415fnw, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

**VAROITUS !**

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

**VARNING !**

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

**HUOLTO**

HP LaserJet CM1415fn, CM1415fnw - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

**VARO !**

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömällelasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

**VARNING !**

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

## GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.



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## Substances Table (China)

### 有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

| 部件名称 | 有毒有害物质和元素 | | | | | |
|---|---|---|---|---|---|---|
| | 铅 (Pb) | 汞 (Hg) | 镉 (Cd) | 六价铬 (Cr(VI)) | 多溴联苯 (PBB) | 多溴二苯醚 (PBDE) |
| 打印引擎 | X | 0 | X | 0 | 0 | 0 |
| 复印机组件 | X | 0 | 0 | 0 | 0 | 0 |
| 控制面板 | 0 | 0 | 0 | 0 | 0 | 0 |
| 塑料外壳 | 0 | 0 | 0 | 0 | 0 | 0 |
| 格式化板组件 | X | 0 | 0 | 0 | 0 | 0 |
| 碳粉盒 | X | 0 | 0 | 0 | 0 | 0 |
| | | | | | | |

3690

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。
X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

## Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur



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# Additional statements for telecom (fax) products

## EU Statement for Telecom Operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions.

It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking.

For more details see Declaration of Conformity issued by the manufacturer in another section of this manual.

However due to differences between individual national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual.

If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation.

Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

## New Zealand Telecom Statements

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.

This product has not been tested to ensure compatibility with the FaxAbility distinctive ring service for New Zealand.

## Additional FCC statement for telecom products (US)

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack,



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which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please see the numbers in this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The customer can do the following repairs: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

## Telephone Consumer Protection Act (US)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or such business, or other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long distance transmission charges).

## Industry Canada CS-03 requirements

**Notice**: The Industry Canada label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible for the equipment to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution can be particularly important in rural areas.

△ **CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalence Number (REN) of this device is 0.0.

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum



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of the Ringer Equivalence Number of all the devices does not exceed five (5.0). The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.



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# Additional statements for wireless products

## FCC compliance statement—United States

**Exposure to radio frequency radiation**

△ **CAUTION:** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm ( (8 in)) during normal operation.

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

△ **CAUTION:** Based on Section 15.21 of the FCC rules, changes of modifications to the operation of this product without the express approval by Hewlett-Packard Company may invalidate its authorized use.

## Australia statement

This device incorporates a radio-transmitting (wireless) device. For protection against radio transmission exposure, it is recommended that this device be operated no less than 20 cm from the head, neck, or body.

## Brazil ANATEL statement

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

## Canadian statements

**For Indoor Use**. This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

**Pour l´usage d´intérieur**. Le présent appareil numérique n´émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescribes dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d´Industrie Canada.

## European Union regulatory notice

The telecommunications functionality of this product may be used in the following EU and EFTA countries/regions:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.



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## Notice for use in France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This equipment may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see www.arcep.fr.

L'utilisation de cet equipement (2.4 GHz Wireless LAN) est soumise à certaines restrictions : Cet équipement peut être utilisé à l'intérieur d'un bâtiment en utilisant toutes les fréquences de 2400-2483.5 MHz (Chaine 1-13). Pour une utilisation en environnement extérieur, vous devez utiliser les fréquences comprises entre 2400-2454 MHz (Chaine 1-9). Pour les dernières restrictions, voir, www.arcep.fr.

## Notice for use in Russia

Существуют определенные ограничения по использованию беспроводных сетей (стандарта 802.11 b/g) с рабочей частотой 2,4 ГГц: Данное оборудование может использоваться внутри помещений с использованием диапазона частот 2400-2483,5 МГц (каналы 1-13). При использовании внутри помещений максимальная эффективная изотропно–излучаемая мощность (ЭИИМ) должна составлять не более 100мВт.

## Korean statement

당해 무선설비는 운용 중 전파혼선 가능성이 있음

## Taiwan statement

低功率電波輻射性電機管理辦法

第十二條　經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條　低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。
前項合法通信，指依電信法規定作業之無線電通信。
低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。



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